

URBAN/MUNICIPAL
CA3 ONHW L60
B71
1993

BUS BEAT

PUBLISHED BY AND FOR THE EMPLOYEES
OF THE HAMILTON STREET RAILWAY
COMPANY
1993-

URBAN/MUNICIPAL
CA3 ON HW L60
B71
1993 -



*HSR's Hockey Team
at Copps Coliseum during their first
annual Transit Hockey Tournament. There were 12
Ontario transit teams who participated in the exciting event.*

HSR's First Annual Transit Hockey Tournament

By John Scott

On February 12th through to the 14th, 1993, HSR hosted their first Transit Hockey Tournament at Hamilton's Copps Coliseum. The twelve participating teams were: the Hamilton Street Railway, Canada Coach Line, Toronto Transit Commission, Ontario Bus Industry, GO Transit, and transit teams from Guelph, Kitchener, St. Catharines, London, Oakville, Burlington and Mississauga.

The CCL team -formed at the last minute to fill the scheduling- finished 12th with 3 losses: first to St. Catharines (who finished 4th, losing in the bronze medal game), then to Guelph (who finished 3rd and won the bronze medal Sunday morning), and then lost their third, very competitive game against Kitchener by a score of 4-1.

CCL players were Glen Fugler, Doug Lafferty, Vinny Hetram, Andrew Head, Gary Macdonald, Bill Lupkoski, Sonny Kupi,

Sid Day, Mike Lipnicky, Bill Haggart, Larry Erskine, Bill Stevenson, Gord Mueller, Larry Stewart, Dave Munro, and Don Gale. CCL's Goalie was ex HSR Mechanic (sort of), Mike Fleming. His motto of "protecting the public" (Mike is now a police officer) was certainly tested. In each game, some of his team mates seemed to think that Mike had to make 4 or 5 saves before he received any help from his team mates.

A lot of effort was put forth by these guys including their coach Chuck Smith. They made the tournament complete.

The HSR team (photo above) finished 7th which was determined by their goals for and against. Friday night they were 'blown out' by GO Transit which played in the Gold/Silver Championship game, losing to TTC by a 5-1 score. Although the HSR team plays in the Civic and Regional Employees Hockey League Sunday nights at the Mountain Arena, we were not ready for this GO Transit team.

During HSR's Saturday morning game against Oakville, we fell behind early but then caught up with goals by Rick

- continued on page 2 -

Hockey Tournament

- continued from cover -

BUS BEAT

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Editorial opinions
expressed are not
necessarily those of
the department.

Please forward all
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Submission deadline for
the next issue is
May 31, 1993

Note of thanks

to Sheridan Graphic Design
student, Marilou Whaling, for
her creative input towards
the production of this issue.



Recycled

Truskowski, Bernie Dupries, Chris Runtles, Jeff Doucette, and Gil Moore who tied the score. Then, late in the third period, John Elter scored to give the HSR a one goal lead. With the Oakville goalie out for an extra attacker, Paul Doucette banked a shot into the empty net for an insurance goal. HSR Goalie Scott Carrick was outstanding in this win.

Our third game Saturday afternoon against London Transit, was a barn burner. Earlier, London had lost to GO Transit by a 4-3 score. GO had blown the HSR out 13-0, but we started the game with the same line up as the other two games. This time we started Scott Aikman in goal, and Scott had something to prove to everyone - so did his team mates. This was a good, fast and rough hockey game, between two intense teams. Three times London scored, only to have the HSR tie the score each time. First, John Szasz tied the game at one and then Paul Tamberelli tied it at two. Finally, with only 2 minutes left in the game, Steve Ames scored to hold a very good London team to a 3-3 tie, thus spoiling any medal hopes for London Transit - at least this year.

HSR's 17 team members all played and worked hard as a team. The perfect ending would have been the HSR and CCL teams playing for the gold and the silver. Too bad! We did not win, but no one was disappointed - not even Dale Turvey or Reg Whynott who told everyone that Hamilton would win.

HSR team members not mentioned were: Jonas and Tim Scott, Brian (Tiny) Munro, Bob Pahl, and Harry Mestkemper.

Thanks to Carol Ames and Marg Benjar who were there cheering us on and to Richard Horsman who was there from beginning to end. (ready for next year Richard?)

All teams appreciated the efforts of Alistair Hamilton, Jim Dahms, Dave Munro, and Bob Pahl who put this event together so quickly. Also, many thanks to the Hamilton Wentworth Region, Copps Coliseum, the Royal Connaught Hotel, Jackson Square, the Union Hall, and the staff and management of Studebakers (Burlington), for their support.

To Your Health

Backache & Stiff Neck?

Your back is sore, or you wake up with a stiff neck. Simple self-care techniques can help relieve these common problems. However, for chronic or severe pain, see your doctor first.

Call your doctor if...

- there is extreme pain, numbness, tingling or weakness in a leg or foot
- injury on the job
- 102 temperature or higher
- frequent or unusual urination
- pain that lasts longer than one week
- pain that goes down your leg

For mild back or neck pain, self-care can be a relief: sleep on your side with knees bent or on your back with a pillow under your knees. Choose a firm mattress and a pillow which is not so thick that your neck bends. Stress often causes back and neck pain. Learn relaxation techniques such as deep breathing. Learn to lift properly by bending your knees - not your back.

TIPS

FOR YOUR NECK

Do head rolls to release tension in the neck: reach your ear to one shoulder, roll the head forward so your chin touches your chest, roll to other side.



FOR YOUR BACK

Lie down with knees bent, feet flat on the floor. Bring one knee to your chest. Hold it for several seconds. Return foot to the floor and repeat on the other side.



Employee Profile

Mickey Baker

Recruiting Officer, Human Resources

In 1967, with two pre-school children at home, Mickey Baker set out in search for a job. Shortly thereafter, she was hired by the Region to work in the Taxation Office. She attended night school for twelve years at McMaster University acquiring her B.A./B.S.W. It wasn't long before Mickey successfully worked her way up the ladder which led to an Administrative Assistant's job for the Commissioner of Social Services.

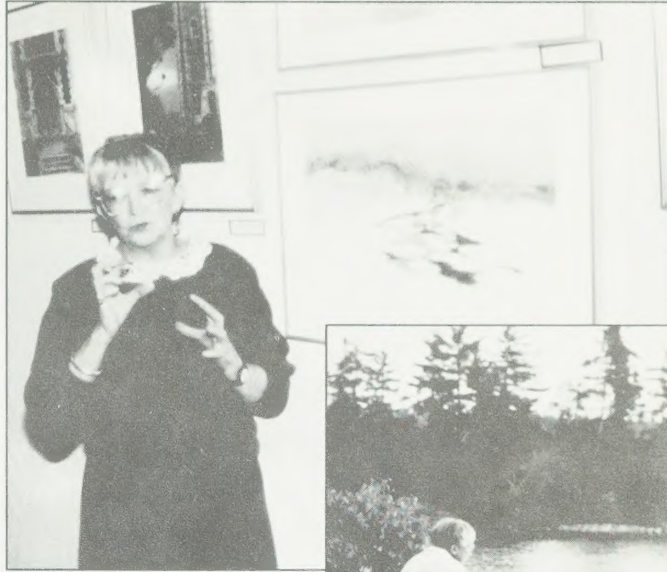
In 1988, Mickey took on the title of Recruiting Officer with Regional Personnel and also managed to successfully edit and produce RagMag, the Regional newsletter. Due to her involvement in hiring HSR Operators, Mickey spent much of her time working out of the HSR. In 1988, she finally took anchor at Wentworth Street - the place has never been the same.

"Working with Mickey", say her co-workers, "is a pleasure - fun even. She is extremely generous of herself, time and efforts."

As a Recruiting Officer, she is the first contact that potential employees have with the HSR. "Her expertise in this area, her genuine kindness and people skills are invaluable to our department", says Laurie Peel, Human Resources coordinator.

Since she enjoys her job so much, Mickey says "it's easy to get involved. The HSR is a constant hub of activity and is always interesting - what other place could boast Evelyn Dick?"

If you happen to be around the Human Resources Department, do wander over and study Mickey's desk (allow yourself at least 15 minutes). You'll be amazed. The entire area is consumed with 'Mickeyisms' including exotic plants (one in particular could fit nicely into a small house), many colourful photographs, object d'art, and various unique pin-on buttons expressing wild, wonderful and profound state-



Mickey describing one of her paintings on display at the Broadway Gallery



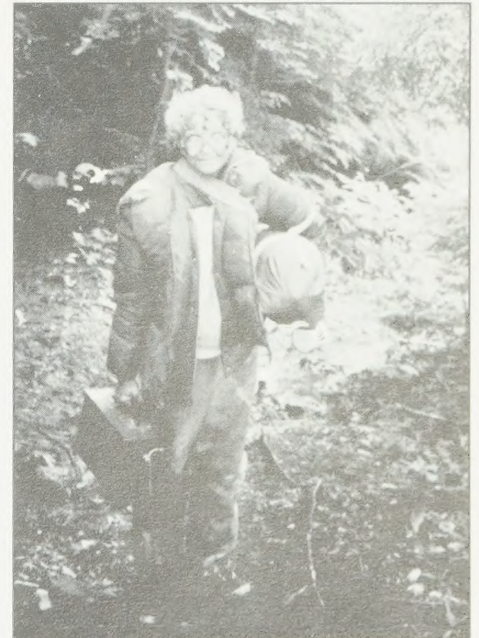
Capturing the beauty of the far north, and below, Mickey, on the last leg of a particularly difficult portage

ments. One of these simply states "I like Being Different." That, as far as Mickey is concerned, is definitely an understatement!

How many of us for instance could expound on the Outbound adventures of a trip down the Colorado River in a raft? Or how about the excitement of white water rafting? Even better, have you ever escaped to the far north with a 'bunch of buddies' to paint nature's landscapes? Mickey makes this trek every year and still manages to fly to different European cities whenever she saves up enough money.

Mickey Baker is a doer; she built a pond in her backyard - equipped with frogs and goldfish and surrounding pond-type foliage; she's tried just about every craft there is; she belongs to several worthwhile organizations; she is continually on the go; she is always interesting. She is someone to get to know.

Only at the HSR you say? Pity.



"Mickey is a very giving person."

Supervisory Fare Inspection Program

...most customers, in fact, were receptive to the Fare Inspection Program..."

Pay the fare ... or else!

KIEV, Ukraine (Reuter) — A city in Ukraine has hired karate enthusiasts to help collect bus fares from recalcitrant passengers, the Ukrinform news agency said yesterday.

Authorities in Chernivtsy near the Romanian border turned to martial arts practitioners, all volunteers, after repeated attacks on bus inspectors, many of them young women.

"It is an indisputable fact that order on public transport has improved," the agency said.

Passengers caught without a ticket are fined.

In early February 1993, an on-going Supervisory Fare Inspection Program was implemented to ensure HSR customers are clearly aware of our fare policies. "Take Ones" and newspaper ads were produced outlining the fare structure and necessary identification procedures when paying a reduced fare.

HSR's Supervisory staff began conducting spot checks of reduced fare identification. Heavy boarding areas were monitored and persons paying a reduced fare were reminded to have their valid HSR ID card ready to show the operator. If the appropriate ID was not presented at the time of the spot check, the customer(s) involved would be advised to obtain the proper ID if they wish to pay a reduced fare. Otherwise, the next time they board an HSR bus, they will have to pay the full adult fare.

"Based on the spot checks conducted so far", says Jake Nienhuis, Superintendent of Street Operations, "only a small percentage of those checked, did not have their ID, and most customers, in fact, were receptive to the Fare Inspection Program. Operators who encounter problems with persons boarding without the appropriate reduced fare ID, and would like assistance, let us know and our

Supervisory staff will be sent out to your location".

Fare's Fair ...Continued

STUDENT		I.D. REQUIRED	
Secondary - Under 20			
Cash	\$1.60	None	
Ticket	\$0.90	HSR Photo I.D.	
Monthly Pass	\$38.00	HSR Photo I.D.	
UNIVERSITY/ COLLEGE STUDENT Semester Pass		I.D. REQUIRED	
Per Semester	\$180.00	HSR Photo I.D.	
SENIOR		I.D. REQUIRED	
Cash	\$1.60	None	
Ticket	\$0.90	Health 65 Card	
Monthly Pass	\$38.00	Health 65 Card	
Annual Pass	\$90.00	HSR Photo I.D.	

*This price will be effective at the time of program renewal on April 1, 1993.

Do I Qualify?
Call our Information Line at 527-4441 to check on the eligibility requirements for HSR's special reduced fares.

Where Do I Get My HSR Photo I.D.?
Drop into our Ticket Office at 2 Catherine

CHILD
Elementary - Under 12
Cash

Beginning in February Supervisory staff will spot checks of reduced fare identification. Persons boarding the bus without appropriate reduced fare ID will be asked to pay the full adult fare. HSR customers are reminded to have their valid HSR ID card ready to show the operator. If the appropriate ID was not presented at the time of the spot check, the customer(s) involved would be advised to obtain the proper ID if they wish to pay a reduced fare. Otherwise, the next time they board an HSR bus, they will have to pay the full adult fare.



"Thanks for your cooperation"

Our sincere thanks to all who participated in our recent one-on-one interviews and focus group sessions.

We have obtained a large volume of service quality improvement ideas which we are currently sorting and investigating.

During the month of February, we conducted Maintenance employee focus groups, and, customer interviews and focus groups. We will also be making first-hand observations while "riding" the system. Members of the SQT are visiting other transit organizations with similar service quality initiatives to learn about their programs and successes.

By way of the SQT newsletter (available soon), we hope to keep you informed and up-to-date on SQT activities.

Thanks again for your input!

HSR Service Quality Team

Doug Bently, John Caldwell, Jim Dorey, John Gosgnach, Grant McDow

Recycling Program

HELP REDUCE WASTE
TAKEN TO LANDFILL SITES!

On March 1, 1993, the Hamilton Street Railway began a recycling program with Laidlaw Waste System. Large 100 gallon Otto containers have been placed in the lunchroom, cafeteria and garage area for collecting newspaper and glass. Our successful fine paper and pop can recycling programs will continue on as usual.

If you would like a small recycling bin for your work area, contact John Howcroft.

Update on Canada Coach Lines

As directed by Regional Council, the search for parties interested in buying any or all of the CCL assets has commenced.

The firm of Peat, Marwick, Thorne has been retained to assist in the divestiture of the Company. A mid-March request for expressions of interest from prospective purchasers will target the end of April for responses from these interested groups.

While initiatives such as an early retirement program have been put into place, it is anticipated there will be some layoffs at the HSR should CCL bargaining unit employees exercise their bumping rights.

The Region has made a commitment to maintain transit service within the boundaries of the Region by purchasing five of the suburban coaches from CCL.

Employees will be kept up-to-date on the divestiture process through Employee News Bulletins.



TRAVEL the Scenic Way ... BY BUS

The CANADA COACH LINES LIMITED

DIRECT DAILY SERVICE TO

Niagara Falls
Buffalo
(connections with buses to all points in U.S.)
St. Catharines
St. Thomas
Simcoe
Port Dover
Brantford
Galt
Guelph
(connections for Owen Sound)
Kitchener
(connections for Stratford)
Dunnville
Welland

For tickets and information consult
UNION BUS DEPOT
TERMINAL BLDG. PHONE 2-3501

Canada Coach Lines Advertisement, 1946

OMCA Honours CCL Retires

CCL retirees, Bob Morgason (Operator), and Charlie Scott (former General Manager), were honoured at the 1992 Annual Convention of the Ontario Motor Coach Association. Bob received the 'Driver of the Year' award and Charlie was presented with the Life Achievement Award.



Photo, from left: CCL Sales Representatives Marg Bejnar and Alistair Hamilton, Retirees Charlie Scott and Bob Morgason, and Director of Operations, Paul White.

Fast Facts of 1992



Revenue Passengers

HSR transported a total of 24, 155, 637 passengers, down 1, 288, 610 from 1991.

Mileage

Including diesel, natural gas and trolley coaches, HSR's total 1992 mileage was 8, 834, 626, down 205, 885 from 1991.

Bus Check

A record number of Bus Check calls in 1992 was made on Friday December 11, with a total of 12, 455.

Customer Compliments

Customer Services received 155 employee commendations in 1992, up 5 from 1991.

..and Complaints

The number of Customer complaints received in 1992 were 1420, up 65 from 1991.

Absenteeism

On an average, out of 789, HSR employees were absent 3.83 times, for an average duration of 4.31 days.

Volunteer Leave of Absence

173 employees (operations, maintenance, administration) chose to take advantage of this program, resulting in a net savings of \$140,000.

Suggestion Awards

In 1992, the Suggestion Award Program received 83 submissions (down 15 from 1991), and 8 were awarded with a combined prize of \$600.

The Employee Suggestion Program was initiated in 1983. To date, the record prize amount is \$12, 676 (combined total of 19 suggestions), awarded in 1988.

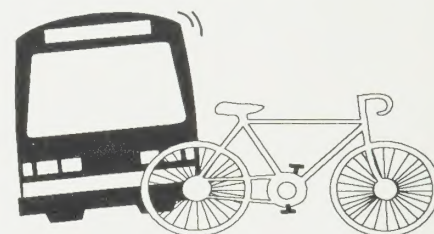
Helping Our Community

The Hamilton Street Railway has been a proud member of the Operation Pal Program since 1991.

The following is a break down of various Operation Pal reports between the months of October 1992 and January 1993.

Vehicle Accidents	15	Pedestrian Injured	3
Traffic Lights	2	Impaired Driver	1
Crime in Progress	5	Sewer St. Problems	1
Child in Distress	2	Animal in Distress	1
Person in Distress	2	Suspicious Vehicle	1

Bikes & Buses



There are two bicycles for every car on earth, and in some European and Japanese cities more than 25% of all daily trips are made by bicycle.

Why Bike?

- Six bikes can park in the space of one car.
- Bikes create no air or water pollution.
- Bikes do not contribute to global warming or ozone depletion.
- Bikes are quiet.
- Bikes relieve traffic congestion.

Source: World Watch Institute

Why Bus?

- Two buses can carry 130 people - that's a possible 100 less cars on the road.
- Buses save you money.
- Buses relieve traffic congestion.

Applause ...our people please

"...the driver (**Mike Raleigh**) was a very cheerful individual who greeted each passenger. He seemed to know most of them. Despite poor driving conditions, he showed excellent road hazard skills and remained 'cool' under pressure.

He is a credit to your company."

Kevin Sullivan

"...I am very grateful to the driver (**Bob Blair**) who came to my rescue the night of October 25. I fell on the sidewalk, fracturing my collar bone and damaging a nerve. Thanks to HSR's well-equipped vehicles, this trained, thoughtful driver was able to immediately radio for an ambulance. Thank you for your kindness."

G.Berk

"...It is a pleasure to ride on his (**Ross Haines**) bus. He has an exceptional manner as he welcomes all his passengers with a smile no matter the crowd, weather or hour of his route."

Mrs. Heather Marralt

"...a few good words about one of your drivers (**Gary Butalia**). He was very quiet but polite and courteous to passengers asking for direction guidance or any type of help. I live in Brampton. When I come to Hamilton again, it will certainly be a pleasure to ride with this driver."

Jack Ramani

"...the bus driver saw me running so he waited for me. I was so touched by the kindness he showed me as well as the other passengers on board. Please convey my sincere thanks to operator **Gary Butalia** for being so kind."

Larry Helre

"...I am not a frequent bus traveller but was very impressed by the driver's (**Gary Butalia**) behaviour. He was very courteous and helpful to a young lady trying to board his bus while carrying her baby and a stroller. If most of your drivers are that courteous I'm sure there would be more people travelling by bus."

Ina Bhandari

Thank you for the contribution toward the paving that was done in late August. We also wish to thank the HSR for the new bus shelter

erected in our area. The service and cooperation we have received from the HSR has been just super. We certainly appreciate it."

May Nugent

Capital Campaign Coordinator, CNIB

"...On behalf of the CNIB and the Canadian Council for the Blind, we are pleased to honour the Hamilton Street Railway with a White Cane Week Certificate of Merit for your efforts to enhance the lives of blind and visually impaired people through accessible transportation."

Gisela Auclair

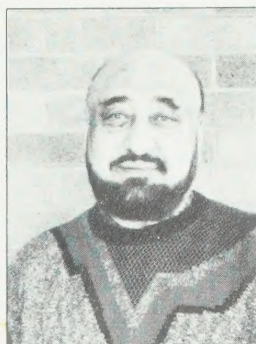
*Coordinator, District Volunteer Services,
Canadian National Institute for the Blind*

"...Perhaps you folks are unaware that you surpassed good old "SANTA" this year in the way of a very special Christmas gift.

It was exciting to arrive at various bus shelters to find that the glass sections had been replaced. Believe me, unless you personally use the HSR frequently, you cannot fully realize the comfort these replacements make. To the inventors of these bus shelters in Hamilton, THANKS - especially on those blustery days!"

Sincerely

Mrs. E. Dowler



*Gary Butalia has been an
HSR Operator since 1976.*

*"It's all part of the job - to serve the people in
a satisfactory manner. Sometimes you have
to go out of your way."*

- Gary Butalia -

HSR's FIRST CASUAL DAY OF 1993

HSR employees raised \$180.00 for the United Way on our first Casual Day of the year - Friday, February 26.

Other Employees Commended

Operators

Wendy Ariens
Chris Blythe
Gary Butalia (3)
George Crabtree
Rabin Daljeet
John Davidson
Kulwant Dhaliwal
Diane Fraser
John Paul Garner (2)
Melvin Goldstein
Ken Goobie
Dudley Grant
Jan Jakubiak
Jeff Johnston
Ted Kennerley
Steve Kocsis
Norm Koepke
Mike Raleigh (2)
Mel Rehner
Chris Rutes (2)
Dave Shelton
Cliff Smith
Bill Somers
George Stanojevic
Tom Walker

Inspectors

Doug Fraser

Retirees

*Early Retirement

Charles R. Belliveau, Mechanic
March 10, 1981 to March 31, 1993*

David Cianciola, HSR Operator
October 6, 1955 to March 31, 1993*

William Couch, HSR Operator
October 12, 1976 to March 31, 1993*

George Crabtree, HSR Operator
December 14, 1964 to March 26, 1993*

John Gibbons, CCL Operator
November 4, 1968 to March 31, 1993*

Hans Jensen, Maintenance
November 3, 1967 to March 31, 1993*

Dragoljub Jovanovic, Maintenance
September 22, 1969 to March 31, 1993*

Martin Kling, HSR Operator
April 23, 1970 to March 31, 1993*

Ernest Kowch, CCL Operator
January 21, 1959 to March 31, 1993*

Elizabeth Leggett, Clerk Typist, Charters
May 19, 1958 to January 3, 1993

Chester Lewis, Maintenance
September 30, 1957 to March 31, 1993*

Vagn Lund, HSR Operator
June 1, 1965 to March 31, 1993*

James A. Margerison, HSR Operator
March 22, 1965 to March 31, 1993*

Ralph F. Rosser, HSR Operator
July 13, 1952 to March 31, 1993

E.P.M. Rothwell, Maintenance Supervisor
December 11, 1972 to January 31, 1993*

James S. Scott, HSR Operator
October 14, 1969 to March 31, 1993*

John Swan, HSR Operator
August 22, 1968 to March 31, 1993*

Colleen Toll, Garage Clerk I
June 1, 1976 to January 10, 1993*

Donald Washington, Maintenance
April 6, 1966 to March 31, 1993*

Archive Donations Appreciated

Many thanks to HSR employee Ron MacIntyre from maintenance, and retiree Steven Wojcik and his son, Bill Wojcik, HSR operator, for their generous donations of archive material.

...looking back

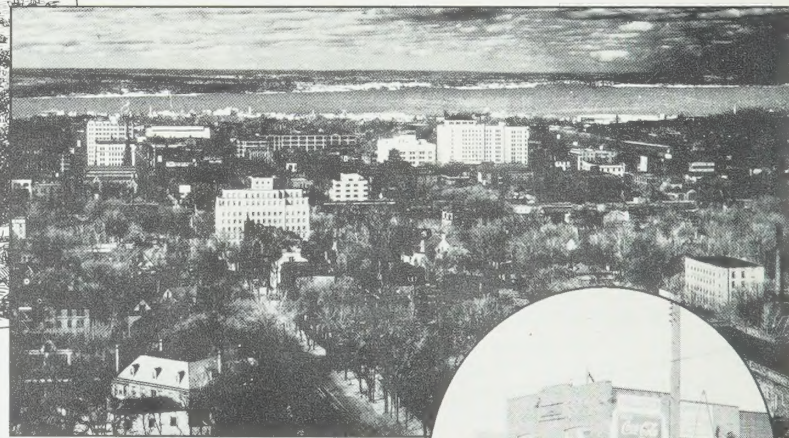
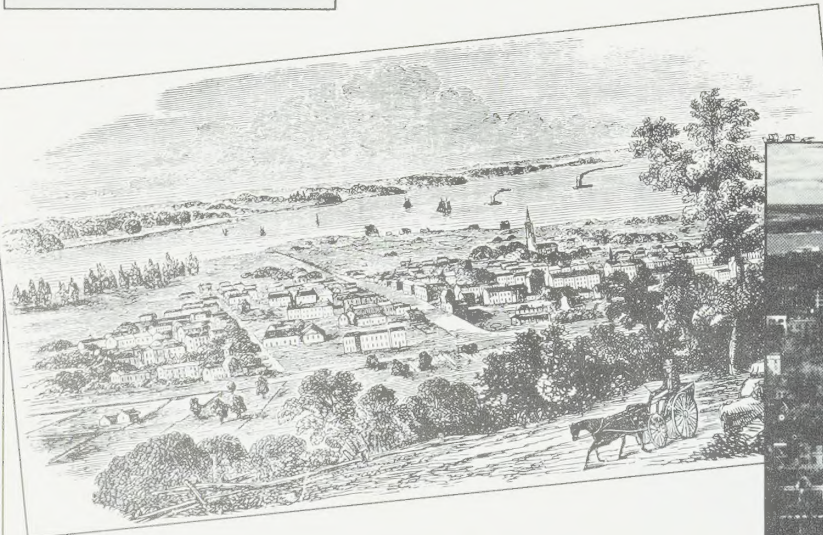
Source: *The Hamilton Centennial 1846 - 1946*

1846

Population: 6,832 • Area in Acres: 2,370
Number of Schools: 6
Industry: Blacksmith shops, stove foundries, carriage and wagon makers, furniture manufacturers, etc.

1946

Population: 178,686 • Area in Acres: 10,324
Number of Schools: 59 (Public and Separate)
Industry: 489 diversified industries, employing 54,671 persons, having an annual payroll of \$95,576,332. Hamilton is the most highly industrialized city in Canada.



● Max is Back: Bears Anyone?

By Max (the Mad Finn) Ahlfors

Northwestern Ontario is bear country - black bear (*Ursus americanus*) that is: a hair ball with teeth and claws, ill tempered, unpredictable, destructive, and dangerous; come to think of it, it resembles some of the passengers I used to meet on the bus.

In '92 the bears were even more irascible than usual because several mid-summer frosts destroyed the major item on their diet. Berries. Thus, bears ventured closer to garbage cans to state their hunger. Police shot two bears in Thunder Bay; one was shot downtown, but before expressions of sympathy could take root, the bears evened the score by killing two area people; a prospector and a camper. A local angler sat in his boat on a lake, helplessly watching a bear do a five thousand dollar remodelling job on his pick-up truck.

So far, I have had two close encounters with these 'hair balls'. One afternoon, whilst cutting wood in the back forty, I decided to leave my equipment in the bush for the next day. Come next day, I found a punctured fuel can and a container of chainbar lubricant completely destroyed and the contents consumed (bears love the chain lubricant for its glycol, a sweet alcohol compound). It took me a long time to find the saw which now has permanent teeth marks on it. I hope the bear had frequent, involuntary, intestinal evacuations.

Another memorable experience happened when, coming home one day, I observed a sow with two cubs crossing the road. I stopped to watch this family bliss and heard the female grunt - apparently ordering her cubs up a tree. Then, big mama turned around and charged. I can still smell the burning rubber.

Remember, should you travel in these parts, DO NOT FEED THE BEARS!

Memoriam

ARMES, Lena (Felker)

Wednesday November 18, 1992.- wife of the late Roy Armes, former CCL employee.

BANNERMAN, John Edward

Tuesday November 17, 1992. Ted retired from the HSR in 1980 after 15 years of service.

COLTART, Stuart

Monday February 22, 1993. Stuart was to retire from the HSR this year, after 28 years of service.

HARRIS, John Osborn (Ossie)

Sunday February 7, 1993. Ossie retired from the HSR in 1984 after 38 years of service.

HEWER, Harold F.

Thursday January 14, 1993. Harold retired from the HSR in 1982 after 20 years of service.

NEADLES, James G.

Sunday December 13, 1992. James retired from the HSR in 1978 after 28 years of service.

RACZYNSKI, Anthony Henry

Friday February 5, 1993. Tony retired from the HSR in 1970 after 18 years of service.



Stuart Coltart

TEAM DAY ROADEO 93

Sunday, May 30th

Be sure to circle your calendar for this year's BUS ROADEO and TEAM DAY. The annual event will be held at Mohawk College, Fennell Campus.

Bike
Roadeo

Prizes
Roadeo
Challenge

Award
Presentations

See you all on Sunday, May 30!

Bowling for Big Brothers



Three HSR teams hit the lanes at the Mountain Bowl on Saturday February 20, 1993 for the annual bowl-a-thon in support of the Big Brother Association of Hamilton-Wentworth and Burlington. The "Caf Staff" were represented by Ada, Bernadette, June, Nicole (pinch hitting for Vivian) and Alison. Planning and Design fielded two teams of bowlers consisting of Tracy, Don, Bob, Kevin, Doug, Jim, Bob and Andy. Thanks to the generous donations of HSR staff and friends, over \$980 was raised for this worthwhile cause.

A word of warning to Bob from the "Caf Staff":
"The challenge for '94 is on!"

HSR Customer

Raise \$\$ for Food Share

Many thanks to our generous customers who raised \$2,260.67 for Food Share during HSR's 1992 Santa Bus promotion. Although the ride was on us, in cooperation with TV Facts and 102.9 K-Lite FM, many HSR customers happily donated their pocket change into the fare box.



Operator Michael Raleigh welcomes Santa aboard the 1992 Santa Bus.

A cheque for 2,260.67 will be presented to Food Share from HSR's Special Events Bus during the Annual Spring Food Drive held from March 24 to 27.

Word Search

Puzzle submitted by
Operator Karen Miksza

HOW TO PLAY: Read the list of words then look at the puzzle. The words are in all directions - vertically, horizontally, diagonally, and backwards. Circle each word found and strike it off the list. Letters may be used more than once. When you find all the words you will have the number of letters left over that spell out the answer.

T B O N N E T S G N I N E D R A G
M R V I S I T R N E E R G A O Y R
S A A A N I A R I L S G D F S A E
P T R N C S N R G T M N A F E M A
B I R C S A E G H N R I N O S P T
M U N E H P T I T E O D D D R L O
A S S E E D L I N G T E E I E A O
L P E H D S R A O N S E L L D N R
S I A E E G L A N N U W I S I T E
M L S G D L E L W T S B O T R S P
O U O G I S S K I O I U N E B A O
O T N S A E A B S T T N L A N C T
L O V E V E T U M H O L G S S R T
B L L A R H F L A E I T Y T E O I
M P E B A E O B X S O O O E L P N
F L O W E R S S E D A P S R L S G

APRIL
EGGS
MAY
SEASON
TRELLIS
EXAMS
SEEDLING
TULIPS
BLOOMS
NIGHT
SEEDS
BONNETS
FLOWERS
SELL
VACATIONS
BREAK
PANSY
SHED
VISIT
BRIDE

GARDENING
PLANTS
SING
BULBS
GENTLE
PLEASE
SITE
WEEDING
BUNNIES
GRASS
PLOT
SOFT
WELL
BUSHEL
GREAT
POEM
SOUTH
GREEN
POT
SPADE

CROPS
STORMS
LAMB
RAIN
DAFFODILS
LEAVES
REPOTTING
THAW
DANDELION
LOVE
ROOT
TOWARD
ROSES
TRANSPLANT-
ING
EASTER
MARCH
ROTOTILL
TREES

Solution: 10 Letters

CONGRATULATIONS

P E R F E C T
A T T E N D A N C E

AWARDS

Congratulations to all the employees who met the requirements of the Fourth Quarter Perfect Attendance Award Program for 1993. The following lucky winners each received a cash award of \$100.00.

Robert P. Braden

HSR Operator

John Smith

HSR Operator

Lorne Hutchinson

CCL Operator.

Please take note:

The \$1000.00 cash prize draw for the 1992 Yearly Perfect Attendance Award will be held at this year's ROADEO/TEAM DAY, Sunday May 30, at Mohawk College, Fennell Avenue Campus.

Don't miss it!

PEOPLE on the **MOVE**

Monica Baumann,

Farebox Puller HSR/CCL

Mark Barry,

Farebox Puller HSR/CCL

Gordon Lilley,

Manager CCL Operations

Helen Groeneveld

Accounts Payable Clerk

Marilyn Lachance,

Fare Media Coordinator (Temporary)

Birth Announcements

John Howcroft (administration) is the proud grandfather of Nancy Catharine Mae, born December 7, 1992. Nancy weighed 6lbs., 12oz.

Pamela and Robert Mackie (maintenance) are the proud parents of Jeffrey Daniel Robert, born on December 15, 1992. Jeffrey weighed 8lbs., 7oz.

Dave and Marnie Catterson (operations) are proud to announce the birth of their son Max James, born January 27, 1993. Max weighed 9lbs., 8oz.

Teresa and Art Kool (operations) are proud to announce the birth of their son Zachary Patrick William, born on January 3, 1993, weighing 7lbs., 3oz.

Kim and Dave Munro are the proud parents of Shawn David, born on February 6, 1993. Shawn weighed 8lbs.

Ruby (accounting) and **Harold Moore** (purchasing) are the proud grandparents of Dakota Lomas-Green. Dakota was born on February 5, 1993 weighing 7lbs., 12oz.

Steve and Alison Shoesmith (transportation Planning) are proud to announce the birth of their son Cameron Christopher Robert, born on Tuesday March 9, 1993 at 5:53 pm. Cameron weighed 8lbs., 6oz.

Silver Anniversary

Congratulations to Ray and Alistair Hamilton who celebrated their 25th Wedding Anniversary on October 3rd, 1992. Over 100 guests helped Ray and Alistair mark the occasion.



Nancy Catharine Mae



Dakota Lomas-Green



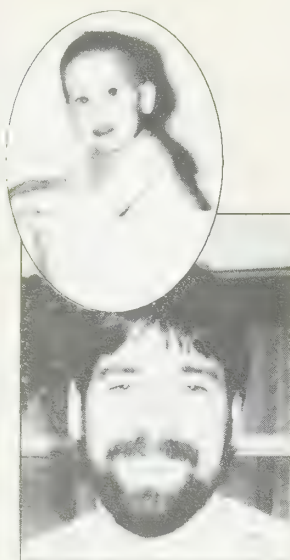
Ray and Alistair Hamilton

MYSTERY PHOTO

Can you identify the photo below? If so, call Rosanna at extension 208. All correct answers will be entered in our HSR T-Shirt draw. Contest closes May 31, 1993.



MYSTERY PHOTO UNIDENTIFIED



Lenny Bish

Electrical Systems
Mechanic

Lenny was featured as the Mystery Photo in Bus Beat's 1992 Fall/Winter edition. Lenny signed up with the HSR in 1977.

Just the Vax

Gord Heidman
Systems Department



"Our only constant is change."

I'm not sure who first said that but it's certainly true at HSR. While there have been few MAJOR changes in the past several months, here in Systems we've been busy beating the winter blues with a host of small upgrades. Some of the highlights:

1. IRS. That's short for Information Retrieval System. (you weren't thinking taxes, were you?!) The Information folks have suffered long enough plowing thru mountains of books detailing the throng of bus schedules for each stop, time, and date. Wouldn't it be great if you could just specify the route and direction and the computer tells you all the times and locations? Yup, it sure is.

2. Mechanic's Timekeeping has been upgraded to improve the speed and accuracy of recording hours worked, shift premiums, overtime, etc.. Included in the package is the phasing out of "clock" numbers for mechanics. This will also eliminate the confusion of having two numbers for one person.

3. Printers. We can now print graphs in colour! Some of our high mileage printers are being traded in for the new HP IV (faster and cheaper).

4. Networking. Using a myriad of phone lines, fibre optics, and a variety of cable, all of the major computers within the Region of Hamilton-Wentworth are now "networked" ie. attached to each other. This includes the big IBM mainframe at City Hall, the 6 VAX's of various shapes and sizes at HSR, a flurry of MicroVAX's and Personal Computers scattered throughout some 15 Regional offices. The goal is to make the computerized service available to any authorized user regardless of physical location.

5. MMS (inventory). About 80 glitch-fixes and upgrades were done in 1992. Too bad we identified 90 new ones!

6. VMS (Vehicle Maintenance). A new tracking method is now in place for preventive maintenance scheduling.

Just a short note about Buscheck:

Average calls for February were 9,870 per weekday up 12% over 1992 and a staggering 39% over 1991!

A new record of 12,048 calls was set on February 12, 1993, a bone-chilling Friday.

There's nothing nicer than riding the bus



"A short 5 minute taxi ride up the street is bound to cost at least \$5. The bus, on the other hand, will take you across the city for the low price of \$1.60 - and they're more relaxing! It's also nice to hop on a nice warm bus on a cold blizzardy day.

So, as a suggestion to all Hamiltonians, we should be proud of our transit system and stop whining about the outrageous prices."

Hank De Jong, Hamilton

- THE SPECTATOR, MONDAY JANUARY 25, 1993

HSR Operators Show Superior driving skills

HSR Operators demonstrated their superior driving skills on Monday January 25. Due to a sudden drop in temperature, right about rush hour, the downtown streets of Hamilton became treacherous sheets of glare ice.

Hamilton-Wentworth police estimated over 60 accidents occurred that evening, including many three and four-car-pile-ups.

HSR, however, reported only a few fender-benders, **but nothing serious.**

BUS BEAT

Published by and for the employees of the Hamilton Street Railway Company

• Summer, 1993 •

URBAN/MUNICIPAL
CA30NHW L60
B71
1993

TEAM DAY '93

This year's Roadeo/Team Day was held at Mohawk College on Sunday May 30. It was a great day weather-wise - actually, the nicest that can be remembered in many years.

ROADEO COMPETITION ALWAYS A WINNER

There were 20 contestants from the Operations Division and 9 contestants from the Maintenance Division who competed in the Bus Roadeo.

OPERATIONS ROADEO COMPETITION

Finishing first in the Operations Roadeo was Robert Miller with a score of 730 points - that's just 70 points short of a perfect score! Second place winner was Bryan Keresztes with a total of 707 points and Mario Giannini came in third with a score of 680. Bryan Keresztes also picked up the award for the Most Improved Driver.

The Remaining Roadeo Participants (Operations) Received the Following Scores:

Paul Templeton	671	Jacob Chandy	506
Robert Cowman	625	Bill Barker	482
Andy Flokstra	620	Raj Brech	479
Tony Iacozza	615	Ron Goobie	471
Ken Later	603	John Bizior	445
Shawn Beattie	580	Dan Evans	437
Robert Davie	550	Larry Picket	420
Mohan Bhandhal	515	Dave MacVicar	379
Richard Katz	515	(CCL)	

The Remaining Participants (Maintenance) Received the Following Scores :

Steve Walsh	320	Michael Salonen	279
Moh Brach	320	Dan Erskine	268
Arthur LeBlanc	308	Phil Cicci	176



HSR/CCL's top 1993 Bus Roadeo Winners. From left are, Robert Miller (1st place), Bryan Keresztes (2nd place), and Mario Giannini (3rd place).

MAINTENANCE ROADEO COMPETITION

This was the second year that the Maintenance Division participated in the HSR/CCL Bus Roadeo. Out of a possible 600 points, Don Gale was the first place winner with a score of 415. Second place winner was Bill Brock with 333 points and third place winner was Bill Lupkoski, scoring 321 points. The Most Improved award went to Bill Brock.

CELEBRITY CHALLENGE

First place Celebrity Challenge winners were team members Bill O'Brien, Director of Transportation Services and Dave McDonald of Bridgestone/Firestone. Second place winners were Ancaster Mayor Bob Wade, Chairman of the Transportation Services Committee, and Dale Turvey, Commissioner of Transportation/Environmental Services, and pulling into third place were team members Roy Duncan, Director of Engineering and Tony Tollis, Manager of Accounting Services, followed by team members Paul White, Director of Operations and Peter MacNeil, Manager of Information Systems.

- more on Team Day, page 2

ROADEO/TEAM DAY'93

- Continued from Cover -

Bike Roadeo Results

Congratulations to the happy winners of the Bike Roadeo contest, 7 year old Paula Gale, and 6 year old Philip Goobie.

Team Day Prizes!

The winners of the two big draws held at Team Day were Ron Goobie who received \$500 worth of advertising space in a bus shelter of his choice, and Roy Duncan was presented with a new television set. Operator Shawn Beattie was the lucky winner of the draw for 4 new Firestone tires.

U-Drive a Bus

For just a \$2.00 donation, Roadeo spectators were given the chance to drive a bus. Information Clerk Jane Petrie was one of the many who took advantage of the opportunity and helped to raise a total of \$78.00 which was donated to Ronald McDonald House.

Many thanks to all judges and volunteers for their help in making this a great day!

- Christine Fruck, Safety and Training -

Thanks to our Sponsors!

On behalf of the HSR/CCL staff, the Roadeo/Team Day Committee gratefully acknowledges the following companies for their support and contribution:

Ontario Bus Industries, Bridgestone/Firestone, Acme, Harpers, Mac Tools, Union Gas, Trans Ad, Mediacom, Hamilton International Air Show, John Bear Pontiac Buick Cadillac Ltd., Coca-Cola, Transit Hobby, Comic Connection, Guilbert Variety, Humes Sport, The Sport's Shop, Litzen Sports and Movie World.

To Your Health

Mary Beth Beasley
Employee Health Centre



Have you listened to a weather forecast recently? The experts are telling us that we may be in for another cool summer. Many forecasters are also reporting information on the "UV" rating which tells you how long you can stay out in the sun unprotected, before your skin starts to burn. On a clear sunny day, the rating tends to be about 15 minutes and about 20 minutes on a partially overcast day.

Being fair skinned, I've had many reminders over the years of the sun's strength, long before the depletion of the ozone layer. I must confess, until recently I've usually only thought

*"Skin cancer can be fatal,
and the statistics to prove it are
rising dramatically."*

about wearing sunscreen, sunglasses and hat when heading to the lake for the day. Now I must develop new habits which include reaching for protection against the sun even if it's to go out and cut the lawn or join friends for a BBQ. It's a bit of a hassle to be sure but there is no minimizing the serious consequences of overexposure to the sun, no matter what your skin-type. Skin cancer can be fatal, and the statistics to prove it are rising dramatically.

So, take an extra minute when you head out the door this summer, to throw a bottle of sunscreen in your purse or a package of sunscreen wipes in your pocket, stick a hat on your head and shades on your eyes. Family members will be more likely, then, to follow your example and you can all enjoy the warm (well, warm-er) weather safely.

Hope your summer's a happy one!

BUS BEAT

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Customer Services
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330 Wentworth St. North
Hamilton, Ontario
L8L 5W2
528 4200

Editorial opinions
expressed are not
necessarily those of the
department.

Please forward all
submissions to one of the
following Bus Beat
representatives:

Chris Bishop, editor,	420
Keith Andrews	267
Christine Fruck	322
Edy Graziani	251
Rabin Daljeet	276
Gord Heidman	231
Rosanna Melatti	224
Carole Morris-McHugh	426
Rick Toni	284
Steve Walsh	384

Summer deadline for
August 11, 1993



Recycled

Do You Care About Air Pollution?

Carole Morris-McHugh, Customer Services

It appears that more and more people do care about the quality of the air that they breathe. On April 22, 1993, a record number of 1,785 Earth Day bus tickets were redeemed by HSR customers. This represents an increase of 89% over 1991 - the first year of this annual promotional campaign.

As in the past two years, we distributed free bus tickets throughout the Region. The tickets were packaged in sets of two and entitled the holder to a free HSR bus ride to and from their destination on Earth Day. Each set was accompanied by an informative brochure outlining the benefits of public transit.

On Earth Day, Marketing & Customer Services staff boarded buses in around the Gore Park area to greet customers and distribute handy

fridge magnets. The magnets served a dual purpose: to thank riders for taking the bus on Earth Day, and to serve as a year-round reminder to travel the environmentally friendly way.

The vast majority of our drivers really got into the swing of things. Days before the event, Customer Services department had operators popping in and out to ask questions and request tickets, flyers, and magnets. On Earth Day, some passengers were greeted by a smiling operator and a farebox covered in magnets, others were greeted with a cheerful "Happy Earth Day!"

A great big thanks goes out to everyone who supported Earth Day 1993. Let's work together to make sure next year's event is even bigger and better.



Transit Security

Women, children and the elderly have always been easy victims of crime in any city and yet these very same people make up the majority of transit users.

In 1988 the TTC subway system was audited for safety by The Metro Action Committee on Public Violence Against Women and Children (METRAC). The study found that Toronto women placed the transit system as one of their most threatening places - to the extent that it was limiting their daily activities. As a result, METRAC submitted 63 recommendations to the TTC for safety improvements.

At the HSR, we are presently undertaking a similar safety audit. HSR's Radio contact, AVLC, Road Inspection, and Operation Pal all contribute to our present safety and security features, but is there more we could be doing on behalf of our customers or fellow employees? Have

we identified all problem areas that may exist for either employee or passenger safety?

Researching the personal safety concerns of current employees, transit users and non-transit users, was one of the top recommendations submitted to the TTC by METRAC. So, in addition to seeking the input of seniors, women and parent groups, we need your input - HSR operators and office employees - to help us complete the safety audit.

Please forward your ideas, safety concerns, questions, or recommendations to either Al Berry, ext. 321/MRTC, or Kathryn McIntyre, Operations, ext. 403/WSTC.

- Kathryn McIntyre -

WE ARE LISTENING • WE ARE LISTENING • WE ARE LISTENING • WE ARE LISTENING

Maintaining a high level of customer safety and security is an ongoing concern at HSB...

For Customer Convenience

HSR is currently compiling a directory of pay phones which are located near the end of various routes. We'll keep you posted.

Bus Shelter Safety

Recently, some of our customers have reported feeling trapped and vulnerable to attack while standing inside bus shelters. As a follow-up, HSR's Planning and Scheduling Department designed and implemented an "Increased Shelter Opening" program, where by thirty bus shelters have been modified to provide our customers with an easier exit if required. Customer reaction is being monitored, and we are encouraging customer comments and questions regarding this demonstration program.

SERVICE QUALITY

The Service Quality Team has completed its six month mandate and we have submitted our final report to the Senior Management Team for their consideration. The report makes recommendations for on-street improvements in five areas: transfer connections, schedule adherence, customer contact handling and reporting, change-offs and service calls and the cleanliness of vehicles.

The Service Quality Team takes this opportunity to thank everyone for their participation and support in completing our mandate. Achieving our goal would not have been possible without your help.

The Service Quality Team was formed at the beginning of December, 1992. Our task was to evaluate all aspects of our transit system and to develop recommendations to improve the quality of the service we provide to our customers. Team members Doug Bentley, John Caldwell, Jim Dorey, John Gosgnach and Grant McDow began by developing a work plan to identify specific tasks and to set target dates for completing each segment.

During the first phase of our mandate we set out to gather information. We started by reviewing existing information such as press clippings, previous HSR studies, and Ambassador evaluation forms. We compiled lists of comments, problems, and suggestions for improvements to our service.

Our next task was to gather information and suggestions from employees. Questionnaires were distributed to employees in all departments on every shift. The amount of time and effort put into the comments and recommendations submitted was very gratifying. Based on the information received, we formulated specific questions and set out to randomly interview employees in every department. Once again the cooperation was outstanding. Many employees took the opportunity to identify problems and to suggest ways to improve the quality of the service we provide to our customers. Focus group sessions were also conducted to provide an open forum for discussion allowing an exchange of ideas.

Our focus shifted for the next phase from internal sources to external. Numerous focus group sessions were held with our customers. These sessions provided us with an opportunity to discuss transit issues and

to gather ideas and suggestions for making our transit system better. Many positive comments were made by customers about our Operators, our newer buses, the Beeline, Bus Check, Request Stop and the HSR telephone information service. All of the information collected was added to the input from the employees and from the existing information, and it was analyzed to determine areas for first-hand observation and investigation.

A mid-term report summarizing our findings was given to the Senior Management Team and to the ATU Locals 107 and 1585.

Our next task took us out onto the street to ride the service, to talk to the Operators, and to observe our customer's travel patterns. We travelled every route, inspected bus areas, shelters, signs and bus loops. The Team visited other transit properties to discuss their initiatives for improving service quality and to see what successes, if any, were being achieved.

John Caldwell and Jim Dorey will be spending the next six months working with the various departments to implement some of the recommendations put forward.

Helping Our Community

Operation Pal Update



The following is a break down of various Operation Pal reports between the months of February 1993 and May 1993.

Vehicle Accidents	1	Pedestrian Injured	0
Traffic Lights	0	Impaired Driver	1
Crime in Progress	0	Animal in Distress	0
Child in Distress	0	Suspicious Person	1
Person in Distress	0		

United Way 1993 Representatives

Chairperson

Deborah Abott Economic Development

Committee Members

Darlene Barber	Transportation
Tony Bordonaro	Roads
Cathy Buffett	Health
Laurie Clements	Macassa Lodge
Phil Chabot	Env.Services (Labour)
Joanne Furlani	Airport
Ann Herman	Finance
Butch Hummel	Env.Services
Grace Mater	Social Services
Wendy McCoy	Wentworth Lodge
Robert Menagh	Human Resources
Angela Monaco	Planning
Rosemarie Randazzo	Legal
Lynda Secord	Macassa Lodge
Richard St. Aubin	Waste Management
Sandy Prestayko	CAO/Clerks
David Vaughan	Wentworth Library
Sandi Wadden	Human Resources

Special thanks to last year's United Way Committee members who worked extremely hard. The rewards of their efforts and dedication raised **\$81,530.75!**

Upcoming 1993 Special Events

Barbecue - July 7, Gore Park, 12 noon
Aquafest - July 24/25, Pier 4 Park

HSR Installs New Brake Testing Equipment

This astounding MAHA Vehicle Safety Test Lane system (or Brake Dynamometer), designed and built in Germany, has the technology to measure wheel alignment and brake performance, and is equipped with a front steering play detector.

HSR's Electronics Foreman Bill Willms and Plant Electrician Dave Porter recently spent a hectic, two week training session in Germany and expect to pass on their new skills to the HSR maintenance crew by the end of June.



The installation of the MAHA Tester at the HSR is part of a provincial government-assisted demonstration project.

Bill Willms and Garage Superintendent Raj Sehgal study HSR's newly acquired Brake Dynamometer during the official start up demonstration on March 30.

Don't you hate it when...

Operator Mike Eames

The following was taken from Mike's notorious newsletter called 'Dead Beat'. If you are unfamiliar with this publication, do seek-out an old copy or two. They include all sorts of anecdotes akin to HSR operators.

Don't you hate it when...

...you are actually on route and in service before you realize you've forgotten your window card. You radio in for one and an inspector says, "Didn't you pick one up before you left the yard this morning?"

...the city is suffering from a 106°F heat wave. You've been stewing in your own juice for 5 hours and a passenger says, "hot enough for ya?"



...you run into Tim Horton's to grab a quick coffee and there are 14 people ahead of you and 18 get served first?

In the Near Future...

AN HSR OPERATOR WILL PULL INTO A BUS AREA AND WAITING IN THE QUEUE WILL BE A PASSENGER IN A WHEEL-CHAIR. WILL THE OPERATOR BE ABLE TO TRANSPORT THIS PASSENGER ON A REGULAR HSR VEHICLE? YOU BET!

WE NOW HAVE "EASIER ACCESS" FEATURES ON A SIGNIFICANT NUMBER OF BUSES. WHAT ABOUT THE WHEEL-CHAIR PASSENGER? HOW WILL THIS PERSON BE ABLE TO USE HSR?

IN THE NEAR FUTURE WE WILL HAVE FULLY ACCESSIBLE LOW FLOOR BUSES. WE'LL ALSO HAVE "COMMUNITY BUSES"!!!

STAY TUNED FOR MORE INFORMATION IN UPCOMING ISSUES. JUST LOOK FOR THE HEADLINE "IN THE NEAR FUTURE..."

Memoriam

BROWN, George

Monday May 24, 1993. George retired from CCL in 1964 after 35 years of service.

IIANNIGAN, Norman

Wednesday April 7, 1993.
Husband of HSR employee Shirley Hannigan.

HOOOPER, Cyril F. J.

Sunday May 10th, 1993. Cyril retired from the HSR in 1978 after 30 years of service.

LAND, Stanley John

Sunday March 14, 1993. Stan retired from the HSR in 1987 after 31 years of service.

MAIN, Robert "Erroll"

Saturday March 27, 1993.
Robert retired from the HSR in 1973 after 46 years of service.

OLIPHANT, Thomas Walker

Friday March 26/93. Thomas retired from the HSR in 1980 after 20 years of service.

POWELL, William Gordon

Sunday May 2, 1993. William retired from the HSR in 1976 after 14 years of service.

SCARFE, Charles Edward

Monday May 24, 1993.
Husband of HSR retiree, Vera Scarfe.

SNODDY, Frederick

Tuesday May 18, 1993.
Frederick retired from the HSR in 1975 after 27 years of service.

VALOIS, Russell

Tuesday April 27, 1993.
Russell retired from the HSR in 1978 after seven years of

A Part of Our Heritage...

The following excerpt is from a letter written by June Moore, widow of former HSR employee, Emerson Moore who passed away on Tuesday August 25, 1992. Emerson retired in 1977 after 38 years of service.

"Dear Editor;

...I happened to see the 'In Memoriam' column in your magazine (Bus Beat, Winter '92). There was Emerson's name and the date of his retirement. I thought it would have been nice if you had mentioned that he drove buses and motored street cars for 47 cents an hour. It might have interested some of your readers to know that as Vice President of your

radio-equipped cars in 1947, Emerson was one of the four inspectors chosen to operate them. It would have been nice if you had mentioned that when he retired, he was Manager of the Research and Scheduling Department.

The HSR was his life and he loved every minute he worked there."

Yours truly, June Moore

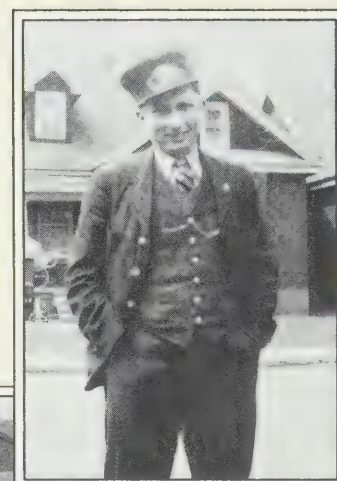
Note:

Bus Beat recently had the pleasant opportunity to meet with Mrs. Moore and sincerely thank her for her time and wonderful stories she shared with us. The pictures on this page are from one of the many photo albums that Emerson compiled of his career at the HSR.

**"He loved every minute
he worked there"**

local union, he was on the committee that negotiated the first Pension Plan for HSR employees. You might have mentioned that when the company went to

Emerson Moore, 1949.



"New Radio-Equipped Cars"

Pictured in the 1947 photo below are (from left): Inspectors Charlie Baker, Harold Riley, Emerson Moore, Adam Scott and Chief Dispatcher, George Britton. The photo appeared in the Hamilton Spectator on Monday October 6, 1947.



CLOSE UP

ENGINEERING/MAINTENANCE DIVISION

Plant Maintenance

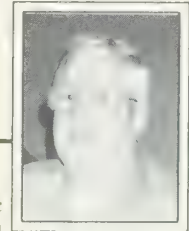
PLANT MAINTENANCE IS RESPONSIBLE FOR: • BUILDING MAINTENANCE
• GROUNDS MAINTENANCE • JANITORIAL • TROLLEY LINES AND SUBSTATIONS



Gerry Shaw
Supervisor, MRTC



Glen Fugler
Supervisor, WSTC



Doug Rice
Trolley Line Crew Foreman



Brian Fazakas



Mike Jovanovic



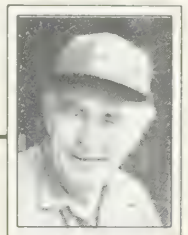
Merv Becker



John O'Donoghue



John Haeefe



Joe MacDonald



Vern Good



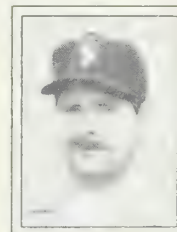
George Knellor



Charlie Gumbert



Dave Porter



Bob Laudman



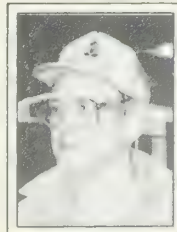
Rob McLean



Bob Handley



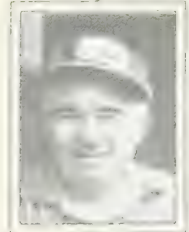
Bob Mackie



Claude Luscombe



Gerry Sklepowich



Ed Weydert



Sam Macaluso



Harold Stephenson

Reunion Luncheon

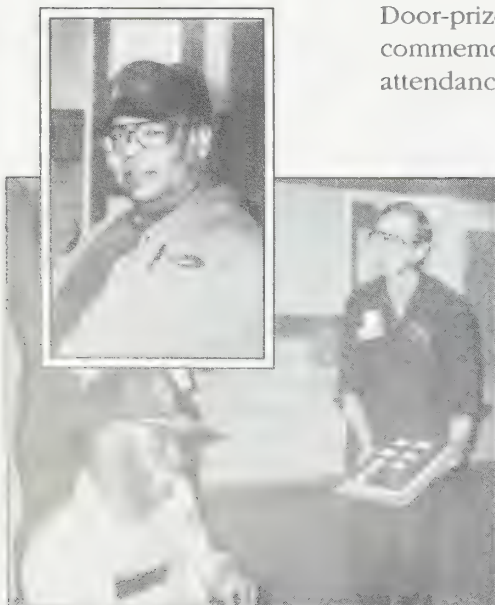
The ninth annual HSR/CCL Reunion Luncheon was held on Friday, May 21, 1993, at the Hamilton Convention Centre. This very special annual event, held in honour of our retirees, was again this year a great success. The luncheon is organized and planned by Darlene Barber, Shirley Hannigan, John Howcroft and Veronica Mallon.

The luncheon officially got under way when Dale Turvey, Commissioner of Transportation/Environmental Services, warmly welcomed the 165 attendees and introduced the following guests at the head table: Andy Asselin, President HSR/CCL Pensioners Association, Kim Cheeseman, Vice-President, Local 107 and members of the Regional Transportation Services Committee; Vice-Chairperson, Terry Anderson, Bob Charters, Fred Eisenberger, Bob Hodgson and Henry Merling.

Following the comments from the head table, the 1992/93 Service Plaques were presented by Roy Duncan, Director of Engineering/Maintenance, Dale Turvey, Commissioner, and Paul White, Director of Operations.

Lily Easton and Stan Todd won a gift for being the "eldest in attendance", and Jean Harrison from Stevensville (near Fort Erie) and Art Strauch from Port Severn (near Midland) won a gift for "travelling the furthest".

Door-prize draws were held and a special commemorative gift was presented to all in attendance.



"WE'LL MISS THOSE GUYS..."
is a statement heard quite often by the WSTC maintenance staff in reference to the retirement of Chester Lewis and Don Washington.

At left, Bill Willms presents Chester and Don with a "battery" cake (thanks to Rick Toni) during their farewell party on Wednesday March 31.

Retirees

Pasquale Barbadoro,
Maintainer, January 9, 1979 to August 31, 1993.

John Hirst,
Route Supervisor, January 20, 1969 to March 31, 1993*

Nancy Nish,
Senior Clerk Typist, August 16, 1971 to June 30, 1993

Hans Rebane,
HSR Operator, July 25, 1956 to August 31, 1993

Kenneth Stones,
HSR Operator, May 8, 1978 to August 31, 1993

William P. Winter,
HSR Operator, April 10, 1963 to March 31, 1993*

* Denotes Early Retirement

1992/93 Retirees

Operations/Administration

Elgin Alward	James Scott
Bert Brons	Harold Shaw
Herrman Clairmont	Robert Snow
William Couch	John Swan
George Crabtree	William Winter
Frank Dougherty	Robert Whitehouse
Kevin Eldridge	John Wilson
John Gibbons	Robert Wilson
Shirley Gushue	
William Hembruff	
Charles Higgins	
John Hirst	
Martin Kling	
Elizabeth Leggett	
Vagn Lund	
Ernest Kowch	
James Margerison	
John Millar	
Desi Minaji	
Sheila Murphy	
Vern Puls	
Ralph Rosser	

Maintenance

Charles Belliveau
Melvin Foreman
Hans Jenson
Dragoljub Jovanovic
Chester Lewis
William Millhouse
Franf Misale
Edward Rothwell
Mike Szabo
Colleen Toll
Don Washington

Applause

...our people please

"...Recently a patient arrived at the hospital for her checkup and was understandably distressed as she had left her purse on an HSR bus. To make matters worse, she was carrying more cash than usual. I spoke to **Ron Tyler** who swiftly placed me in contact with **Carol Kedzora** who in turn transferred me to Radio Control. Within less than one minute we were told the purse had been found. You can imagine the relief this news brought. But that isn't all! Your **HSR team** volunteered to bring the purse to the hospital. This was done with such dispatch that the patient was handed her purse by the time she finished her visit. The HSR personnel involved behaved in a manner well above and beyond the call of duty. I convey our thanks and appreciation."

*Duncan J. MacCrimmon, M.D.
Assoc. Dir. of Research, Hamilton Psychiatric Hosp.
& Assoc. Prof. of Psychiatry, McMaster University*

"...On our trip to Kalamazoo we were well taken care of by your CCL Operators **Fred Hunt** and **Wayne Fraser**. They were excellent. We had lots of fun and thoroughly enjoyed ourselves. If all goes well next year, we'll enter another competition and hopefully have Fred and Wayne again as our drivers. They represented your company with the highest of standards. Fun Trek should be proud. Thank you."

Mira Zabtila, Hamilton

"...I utilize the HSR daily, travelling to and from my job. However, when driving my car one February evening on Rymal Road, a tire blew out. An HSR driver (**Andy DeGraaf**) stopped and asked if I needed assistance. He called HSR Control and requested them to call the Hamilton Automobile Club on my behalf. This is an excellent example of "Operation Pal" whose symbol is proudly displayed on the side of HSR buses. My heartfelt thanks and appreciation to the kind bus driver and the HSR controller for their assistance."

*Roger Wilcox, Professor/Program Manager,
Mohawk College*

"...At the stop, an HSR driver (**Dave Corson**) noticed an elderly lady who was slow in approaching the bus stop. Not only did the driver wait for her, but when he realized that she was having difficulty, he walked back to her and assisted her to and into the bus. This kind action not only reflected well on the driver, but also on your company."

*Kendyll Woodman
An Impressed Passenger*

"...A big thank you to CCL drivers **John Mahoney**, **Lorne Hutchison**, **Dave McVicar** and **Jeff Springsted**. They did one heck of a job in getting

us down to Summersville. **Harry Wilson**, **Don Vincent**, **Wayne Fraser** and **Fred Hunt** had a difficult time driving from Summersville to the beach but at no time did we feel threatened that we would not make it. It is a pleasure to travel with Fun Trek."

*Don Allan, Music Director
Burlington Teen Tour Band*

"...I noticed three elderly women waiting at the Limeridge Mall bus stop. As it was difficult for them to board the bus, the driver (**Gary Butalia**) got out of his seat and assisted the women. I was very impressed with this thoughtful action."

Abdul Ashim, Store Owner, Limeridge Mall

"...All your efforts have been appreciated regarding the Upper Wentworth and Wellington rerouting. I am amazed at the kind cooperation of the drivers in spite of many irate customers. One driver in particular is always so polite and pleasant. As an example, he stopped his bus one day to retrieve a ball for a group of terrified children - preventing a fatal accident perhaps, but he certainly made a few future HSR riders very happy. Serving the public is a hard and terrifying job. Please let these weary drivers know that they are not taken for granted."

*Janet Diverty
Content Daily Rider*

"...A kindness was paid to me by one of your drivers (**Mandez Lewin**). I was standing at the wrong bus stop when he beckoned to me and indicated where I should be waiting. To my delight this kind driver waited for me until the lights changed so I could cross the street to board the bus."

Mrs. Helen Fenton, Hamilton

"After 50 or 60 years I have noticed a lot of bus drivers with nicely ironed shirts. On my bus there is one driver in particular (**Michael Horvath**) who always wears a clean, pressed to perfection shirt."

Mr. William C. Young, Stoney Creek

"...I was thrilled to see the driver (**Lefert Slotboom**) extremely gracious to an older couple who were caught in traffic before catching the bus. He was very considerate."

Jean Matthews, Hamilton

"...Believe me, I am very grateful for your drivers (**Bill Wojcik**) quick action in preventing me from going through a stop sign. Had he not reacted so, my car could have been hit broadside and it would have been my fault. I fully appreciate what he did."

R. Bruce Neilson, Hamilton

"...The bus driver (**Joseph Ynema**), switchboard personnel, dispatch, and all who helped in finding my purse, I convey my thanks. I am one of your very regular customers and it is a pleasure to see that we are well taken care of. Keep up the good work."

Carmen Camilleri, Hamilton

Other Employees Commended

February - April '93

Operators

Wendy Ariens (2)
Kenneth Barton
Derek Baxter
Jayne Belanger
Jerry Boddener
Dorothy Cantrill
John Davidson
Mike DeAngelis
Paul Doucette
Gary Dougan
Robert Elliott
Doug Gilbert
Gary Hill
Steve Kocsis
Norm Koepke
Larry McRae
Pasquale Memmolo
Lucien Nogard
Mike Raleigh
Glen Rennie (2)
Bill Richardson
Rosemarie Ricker
Hilton Ross
Chris Rutes
Doug Rushton
Cliff Smith
Ron Snowden
Bonnie Spencer-Penfold
Heinz Trampe
Frank Tubman
Bill Wedderburn

Inspectors

John Civello

HSR Supports Annual Food Drive

The 102.9 K-Lite FM/HSR Special Events bus was stationed at Fortino's on March 25, 26 and 27th from 11a.m. to 4p.m.

Joanne Santucci, Food Share's Executive Director, reported 769 pounds of food was collected and estimates an additional 10,000 pounds will be procured during the 1993 Community Wide Food Drive.

"The food donated," wrote Joanne, "will help in stocking the shelves through the summer months. These are hard times for everyone. There are twice as many in need and half as many to give. The HSR employees (volunteers) who man the Special Events bus each year, come with a smile and work very hard accepting donations on behalf of Food Share. Thank you for your support."

The 1993 Royal Bank Canadian Figure Skating Championships

The Royal Bank Canadian Figure Skating Championships were held in Hamilton during the first week of February 1993. Skaters from across Canada participated in practices and events at the Mountain Arena and Copps Coliseum.

From comments received from the skaters and coaches, the HSR shuttle bus service, chartered for the event, "was one of the best ever for any Championship". A thank you goes out to all HSR Operators, Dispatchers, and Controllers involved in the charters - especially the Operators who stayed out past their scheduled pull-in time when required to do additional trips due to events running behind schedule. The professionalism of the Operators was a major factor in the success of the shuttle bus service.

Special thanks to Gary Peters, Manager of Manpower Planning, and Sue Irwin from the Charters Department, for their part in the success of the service.

With the success of the 1993 Canadian Figure Skating Championships, Hamilton now has a good chance of being awarded the 1996 Canadian Championships or even the 2000 World Figure Skating Championships.

Word Game

Listed below at left, are 27 different terms used in sports. At right, there are 27 different sports. Although some terms are similar, there is only one word that corresponds to one sport. (eg. 1 SACRIFICE...1. BASEBALL) ANSWERS PAGE 12.

- | | |
|-----------------|----------------|
| 1. SACRIFICE | BOXING |
| 2. BOGEY | HORSE RACING |
| 3. HAT TRICK | HORSESHOES |
| 4. WICKET | TENNIS |
| 5. CESTA | BASEBALL |
| 6. LOVE | FISHING |
| 7. JAB | POLO |
| 8. BUTTERFLY | GYMNASTICS |
| 9. RINGER | HOCKEY |
| 10. TROLL | JAI ALAI |
| 11. BIRD | CRICKET |
| 12. WIPE OUT | ARCHERY |
| 13. PIGEON | RUGBY |
| 14. PIT | TRACK/FIELD |
| 15. HURDLE | FENCING |
| 16. SLALOM | CROQUET |
| 17. PLACE | SURFING |
| 18. GUTTER | SKIING |
| 19. TRAVELLING | FOOTBALL |
| 20. BULL'S EYE | WRESTLING |
| 21. SCRUMMAGE | BASKETBALL |
| 22. CHUKKER | AUTO RACING |
| 23. COUP FOURRE | GOLF |
| 24. DOWNS | BADMINTON |
| 25. PILE DRIVER | BOWLING |
| 26. LONGHORSE | SKEET SHOOTING |
| 27. Mallet | SWIMMING |

"HSR Charter Service the best yet!"

By Kevin Nicol
Transit Technologist II

Our apologies for not printing this article in our last edition. We lost it. Actually, the PC 'took' it. Really

Bus Beat sincerely regrets the oversight and hopes that this incident will not curtail Kev's input towards future editions

"Living's What I Do Full Time"

Why not plan to join us?
Our next program

"The Challenge of Shift Work"

September 14, at 1:00 p.m. and
September 23, at 7:00 p.m.

"Living's What I Do Full Time"

"Living's What I Do Full Time"

"Living's What I Do Full Time"

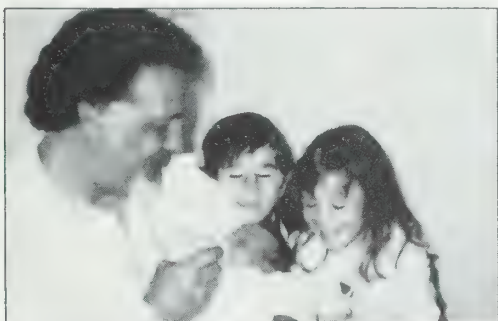
CONGRATULATIONS

Birth Announcements

Pearl and Bob Davie (Operations) are the proud Grandparents to Siobhan, born May 13, 1993 at 6:52 p.m. Siobhan weighed 6lbs., 1oz.

Anne Marie and Ralph DePaulo (Operations) are proud to announce the birth of their first child, Adam Michael, born on May 27, 1993 at St. Joseph's Hospital. Adam weighed 7lbs., 14oz.

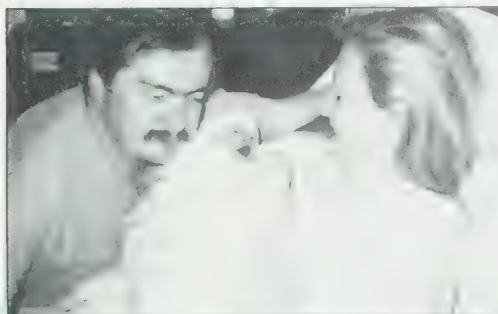
Barbara and Dennis Long (Operations) are proud to announce the birth of their daughter Corrine Susan Jane on April 28, 1993 at 12:47 a.m. Corrine weighed 8lbs., 1oz.



Dennis with Corrine and her sisters.

Biswas Ramessur (Operations) is proud to announce the birth of his daughter Chetna on May 18, 1993. Chetna weighed 7lbs., 5oz.

Christine and Alex Simonyai are proud to announce the birth of their son Bradley Allan, born May 12, 1993 at 6:50 p.m. Bradley, a new brother to Michael, weighed 5lbs., 7oz.



Alexander, Bradley and Christine Simonyai

Perfect Attendance Awards

From a possible total of 94 employees, who met the 1992 Yearly Perfect Attendance requirements, CCL Operator **Raymond C. Brock** was the lucky winner of the \$1000.00 draw.

The two winners for the Two or Less Days Absence Award were Operators **James Haist** and **Ernesto Rocha**. There were 140 employees who were eligible.

First Quarter Perfect Attendance '93

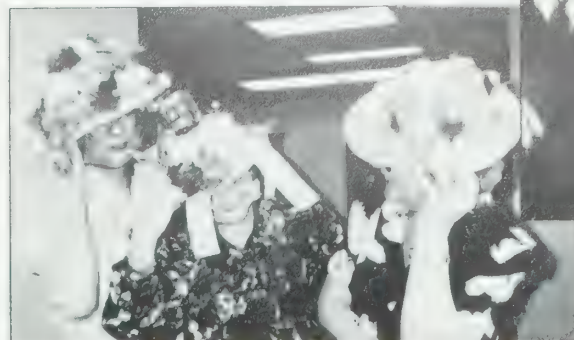
Winners of the First Quarter Draw of \$250.00 each were HSR Operators, **Mohan Bhandhal**, **Gurdial Deol** and **Susan McAvella**.

Commemorative Medal

Congratulations to **Don Jervis** Mgr. Maintenance Administration, on receiving the Commemorative Medal for the 125th Anniversary of Canadian Confederation. This award, presented on behalf of His Excellency The Right Honourable Ramon John Hnatyshyn, is made to those persons who, like Don, have made a significant contribution to Canada, to their community, or to their fellow Canadians. Way to go Don!

DESIGNER EASTER BONNETS

Doris Moore, Mickey Baker and Vivian Wells model their colourful bonnets creatively put together for our Easter "Parade". Operators Stan Withers and Kim Cheeseman also got into the act - Kim somewhat reluctantly.



ANNIVERSARIES

Retired HSR Operator Lewis Gillmor and his wife Lucy celebrated their 50th year together on June 8, 1993.

HSR Operator Elco Wiersma and his wife Ann celebrated their 35th wedding anniversary on Sunday May 16, 1993.



Anne and Elco Wiersma



MYSTERY PHOTO

Can you identify the photo below? If so, call Rosanna at extension 208. All correct answers will be entered in our HSR T-Shirt draw. Contest closes August 31, 1993.



MYSTERY PHOTO UNIDENTIFIED (AGAIN!)



Bob Grills
HSR operator

Bob was featured as the Mystery Photo in Bus Beat's 1993 Spring edition. Bob has been with the HSR since 1978.

Just the Vax

Gord Heidman
Systems Department



"No request too small or too large."

In the last several months, your loyal Systems department has been duly plugging away at satisfying several routine requests. This has included training, numerous minor upgrades, and attaching more users and PC's (Personal Computers not Progressive Conservatives) to the network. We've had a productive and satisfying spring season.

However, we've also had some not so routine requests. The sale of Canada Coach Lines, contract talks, and the Social Contract have all prompted some special requests. Usually, we can help. Examples:

"Can I create a word processing document, share it with others at the Mountain garage, then print it downtown?" Answer: "Yes, here's how..."

"I have a stack of Compact Disks containing documentation but I have no CD reader." Answer: "We have a CD reader. Since your PC is on the network, all we need to do is..."

"Can you read what I'm typing and tell me why this thing keeps beeping at me?" Answer: "Sorry, I can't read what you're typing but if you'll read back the error message we should be able to find the right words..."

A supervisor from one of our newly networked locations called looking for a specialized PC for an employee who is legally blind. That one took a few calls but the gears are now in motion. The CNIB (Canadian Institute for the Blind) has a specialist who can advise on appropriate equipment.

Then there was the fellow looking for a computerized printout of a kangaroo! I didn't ask but it seemed unlikely that this was business-

related. A quick call to a known graphics enthusiast revealed that not only could he provide the printout, he had various angles, ages, and species of kangaroos to choose from! I put the two in touch with each other and backed away. Quickly. (I think we'll add "no request too weird"!)

In many cases, our involvement is more of an information and liaison role than provider of the service. However, the results are the important part.

So give us a call with your request - we'll do our best.

MRTC Employees Pure Naturalists...

Three cheers for Brian Fazakas and other MRTC employees responsible for constructing and installing the several coloured bird houses at the MRTC. Nice touch you guys.



Brian Fazakas points out the Killdeer eggs which were nesting on top of the MRTC roof.

WORD GAME ANSWERS FROM PAGE 10

7 BOXING	5 JAI ALAI	24 FOOTBALL
17 HORSE RACING	4 CRICKET	25 WRESTLING
9 HORSESHOES	20 ARCHERY	19 BASKETBALL
6 TENNIS	21 RUGBY	14 AUTO RACING
1 BASEBALL	15 TRACK/FIELD	2 GOLF
10 FISHING	23 FENCING	11 BADMINTON
22 POLO	27 CROQUET	18 BOWLING
26 GYMNASTICS	12 SURFING	13 SKEET SHOOTING
3 HOCKEY	16 SKIING	8 SWIMMING

URBAN/MUNICIPAL
CA3 ON HW L60
B71
1993

Gone but not forgotten

Canada Coach Lines Limited was officially sold to Trentway-Wagar on Thursday July 29, 1993.

For the past several years, queries regarding the future of Canada Coach Lines have continued to surface. Although a familiar and respected name throughout the industry, CCL was running at a deficit - in fact, the company had not made a profit in well over 30 years. The service lost over \$600,000 last year and there was little hope for improvement in 1993 given the current economy. Having already made many cuts in recent years, the region was running out of choices. On January 14, 1993, Council directed the Commissioner of Transportation to invite proposals for the purchase of CCL.

A number of offers to purchase were received. In the end, Trentway-Wagar's agreement to purchase CCL, in its entirety, was officially signed on Wednesday June 16, 1993.

Trentway-Wagar Inc., a private sector operation from Peterborough Ontario, has continued the existing inter-city routes which link Hamilton to Buffalo, St.Catharines, Kitchener and Guelph.

Although the change of ownership forced layoffs of 14 junior HSR operators (displaced by former CCL operators), several operators gained full and part-time employment with Trentway-Wagar.

The region's objective in selling Canada Coach Lines Ltd., "to maximize the financial benefits and minimize the impact on employees" was met. Canada Coach Lines is no longer a subsidiary of the HSR. Perhaps the new owners will retain the famous name for another 70 years...

More on page 6

To Your Health

Mary Beth Beasley
Employee Health Centre



"Use It...Lose It"

It's a Game. It's a Contest . It's an Experiment...

You know how "they" say if you don't use your muscles, you'll lose them? And you know how "they" say if you want to lose body fat, you have to be more active? Have you ever wondered if all that talk about proper activity levels is a bunch of baloney? Or have you ever started a program, only to stop after a couple of discouraging weeks because you were not noticing any changes in your appearance or endurance?

Welcome to the club! It's one thing to talk about all these healthy lifestyle changes as a health care professional - after all, I get paid for it! It's quite another to live up to them as a busy working Mom. And, will changing my lifestyle, even a little bit, make such a big difference anyway? Well, with the dawn of the new year and my own swift approach to the Big 4-0, the time has come to find out! So that's where the idea for this newest component of the Living's What I Do Full Time program begins.

LIVING'S WHAT I DO FULL TIME

I'm looking for fellow HSR employees who traditionally lead fairly sedentary lives and are interested in engaging in a little experiment with me to see if a short course of moderate lifestyle change can make a difference; change that doesn't require hours in the gym or the purchase of expensive equipment. Are you interested in joining me?

Here's what will happen. In early January we'll each start with a fitness appraisal where such things as flexibility, cardiovascular fitness, body mass index, and strength are measured and recorded by a professional. Then we'll each develop a lifestyle program appropriate to our

needs and interests. Some group activities, both fun and informative, can also be planned if wanted. At the end of six weeks we'll be measured up again to see what progress we've made.

To keep ourselves motivated, we'll use the buddy system. Each participant will team up with, or be assigned a partner. That way we can share ideas, lend encouragement, and even work at our programs together if we choose. And, there will be awards, as well as rewards for those who have made improvements, both as individuals and as "teams".

If you are interested, please contact the EHC at ext. 264, by December 16. Remember, it's only for six weeks! What have we got to use? What have we got to lose?

BUS BEAT

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necessarily those of the
department.

Please forward all
submissions to one of the
following Bus Beat
representatives:

Chris Bishop, editor,	420
Keith Andrews	267
Christine Fruck	322
Edy Graziani	251
Rabin Daljeet	276
Ward Heidman	231
Flaminia Melatti	224
Carole Morris-McHugh	426
Nick Toni	284
Sonya Walcott	384

Subscription deadline for
the next issue is
October 31, 1993.

Recycled

**When the going gets tough
you don't have to go it alone!**

**For
CONFIDENTIAL HELP
Call Your
Employee Assistance Program
Available to**

• Employees • Any member of an
employee's immediate family • Pensioners
and/or their spouses

For an appointment please call **522-7745**,
Monday to Friday, 8:00a.m. to 10:00p.m.

Confusion



**Warning Signs
of Stress!!**

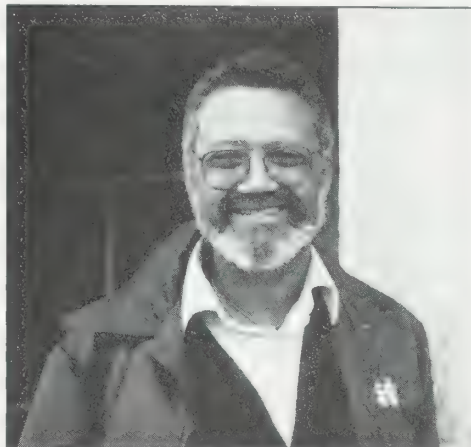


Avoidance of Coworkers

Employee Profile

Keith Hinds, HSR Operator

Keith Hinds was born and raised in "beautiful, beautiful Barbados". He set sail on the high seas in 1952 when he joined the Merchant Marines. During this time, Keith travelled to many exotic locations such as Sudan, Calcutta, and Africa. In 1956, he decided it was time to settle down and start a family, and he made Liverpool, England his new home. Three years later, in 1959, Keith entered into three years national service with the British Army.



In 1966, with a family of three, Keith felt that life in Canada would offer more opportunities, "especially for the kids." So, the Hinds family packed up and made the move to Hamilton, Ontario. Just one year later, having worked for Westinghouse and St. Joseph's Hospital, Keith established his career as an operator with the Hamilton Street Railway.

Keith, it seems, just never slows down. While in England, he was seriously involved with amateur boxing and was, in fact, a representative for the Northern Counties. "It was a lot of fun," says Keith. "England is far more conscious of the sport - somewhat like Canada is to hockey." Horse racing is also a British favourite, which is probably where Keith picked up his four-legged interest. Actually, according to Keith, "off-track betting was quite common. There were more bookies than variety stores". Keith owned and trained several horses at Flamborough Downs. His particular favourite was "McMinn" who won 13 races for him at Flamborough.

Theatre is also high on Keith's busy agenda. He began acting back in 1968 with Hamilton Theatre Inc. and has performed with - to name a few - The Players Guild, Burlington Little Theatre, and Opera Hamilton. Hit productions such as Little Foxes, Oliver, Sweet Charity, and Carousel are among his impressive repertoire.

In the 80's, Keith moved from stage to television. As host of a community TV show he interviewed various sports celebrities such as Sparky Anderson and Cindy Nicholas. Rounding out his performing arts resume, Keith has also played bass drum with the Royal Hamilton Light Infantry Bugle Band and occasionally plays with the Hamilton Veteran's Band.

Believe it or not, Keith also finds time to carry out valuable volunteer work. He has emceed a variety of special events, and gives much of his time in support of Muscular Dystrophy. Keith's volunteer efforts were officially recognized on May 2, 1993, when he received a 10-Year Volunteer Service Award. This award is co-sponsored by

Training on a friend's farm in Caledonia.



the Ministry of Citizenship and the Ministry of Culture, Tourism and Recreation and is presented to individuals in recognition of exceptional contributions to the community.

Keith is currently involved with the T.B. McQuesten Multicultural Gardens Project as Vice President of the Steering Committee representing the Barbados Cultural group. The primary goal of this unique project is to create a horticultural park comprised of gardens from around the world. Construction is expected to begin within the next year and it will take around eight years for the gardens to reach completion.

Although Keith has been driving for twenty-six years he still looks forward to, and enjoys the daily interaction with his passengers. "Having a good rapport with customers," says Keith, "always helps."

Guest speaker, Keith Hinds, at the T.B.M. presentations held at the Hamilton Convention Centre on May 10, 1993.



HSR's Multi Media Campaign Off and Running



Know-It-All

Jane Petrie, HSR Information

"Trip planning, how to get from A to B and what time does the next bus run. I'm a know-it-all when it comes to the HSR!"



We'll Take You There



Streetwise

Ron Walker, HSR Transit Operator

"It's important that the buses run on time. I do my best to keep on schedule and get there safely."



We'll Take You There



Stops on a Dime

John Patrick, HSR Maintenance Supervisor

"My job is to make sure every vehicle runs smoothly and safely - and stops on a dime if necessary."



We'll Take You There

OK, if Inspector John Civello is the Man of the Hour, and Operator Ron Walker is Streetwise, what does that make Information Clerk Jane Petrie? Well, a Know-It-All, of course!

We're not trying to be cryptic here, we're simply referring to the excellent "Employee Profile" advertisements that are on board the HSR fleet right now. Ticket Agent Larry Griffiths and Maintenance Supervisor John Patrick are also featured in the ads that promote the professionalism and expertise - not to mention the good looks! - of HSR employees.

The employee profile ads are just one part of the HSR's extensive multi media advertising campaign that is running from now through until December 12th. The campaign's theme of "We'll Take You There" can be seen on transit shelters, rear exterior bus panels, mall posters, and bill boards.

In addition to our eye-catching advertisements, look out for these upcoming activities:

- the unveiling of HSR's stunning Nature Bus on October 19
- "Rocktoberfest" - a Bus Check awareness campaign running throughout the month of October on radio station Y95
- a multi-station radio advertising campaign during November promoting HSR bus passes as unique Xmas gifts.

"I wish that no more children would go hungry"

- Kyle Hoult, six years old -

Kyle has leukemia. His wish is that "no more children would go hungry". In an effort to help fulfill Kyle's wish, the HSR participated in a food drive, held throughout southern Ontario, from July 12 to 16. Kyle personally picked up the food at the region and delivered it to the Neighbour to Neighbour Foundation which feeds approximately 1,000 hungry children each month.

HSR students Marco Cicconi (left) and Fabian DiCesare, load up the HSR van to deliver the food donations to the region.



Helping Our Community

Operation Pal Update



The following is a break down of various Operation Pal reports between the months of June 1993 and September 1993.

Vehicle Accidents	2	Suspicious Person	2
Crime in Progress	2	Suspicious Vehicle	1
Person in Distress	3	Miscellaneous	1
Pedestrian Injured	2		

In the Near Future...

When you left home today, you probably gave very little thought to the many travel options that are available to you. In comparison, those persons who are physically challenged have relatively few options. Due to health, an accident, or other reasons, challenged individuals who use a wheelchair or a scooter (mobility aid) are unable to use the myriad of modes of transportation that are available to the average citizen.

Recognizing the rights of all citizens, the provinces and Transport Canada have taken steps to make accessible transportation available on conventional public transit vehicles. The HSR will have fully accessible low floor buses in 1994. Simply stated, low floor buses will provide a vital new travel opportunity for thousands of citizens of our Region.

The HSR's future accessible services will act as supplement to the existing DARTS service which is currently available in the region. Individuals who do not require the specialized door-to-door service that DARTS provides, and who can convey themselves to and from our bus stops, will be potential customers.

Stay tuned for more information in upcoming issues of BUS BEAT. Just look for the headline ...*"In the Near Future..."*.

Developing Our Standards of Accessibility

Ada Dixon has enthusiastically participated in the Bus Stops and Shelters Survey that will aid HSR in developing standards of accessibility for disabled transit users. Ada is a member of the Regional Advisory Committee for Persons with Disabilities which advises the city on ways to make the community more accessible.

Extending Our Reach...

Meet Our Newest Routes:

Have you seen HSR's recent advertisements on our new routes - or better yet, have you tried them out?

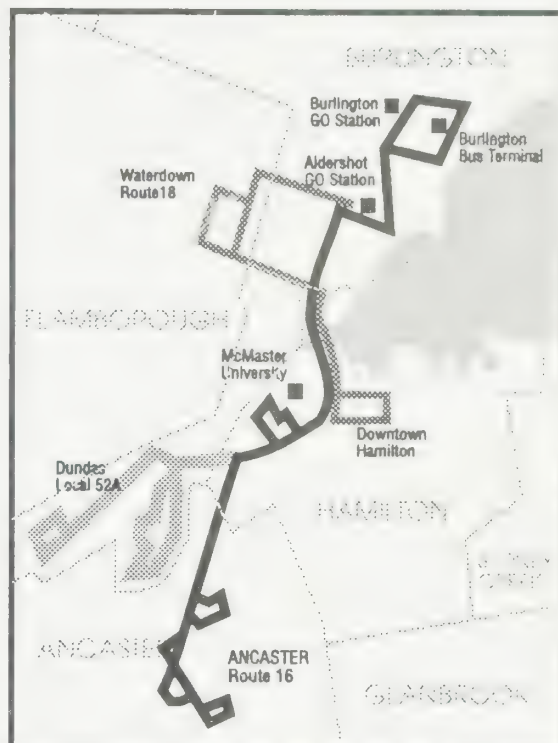
On September 5, 1993, several route and schedule adjustments were implemented. Along with these improvements, HSR also introduced three of our newest routes:

Route 16 • Ancaster, Route 18 • Waterdown, and the extension of Route 52A • Dundas Local.

- Route 16 travels between Ancaster, McMaster University, the Fairview and Aldershot GO Stations, and the Burlington Bus Terminal.

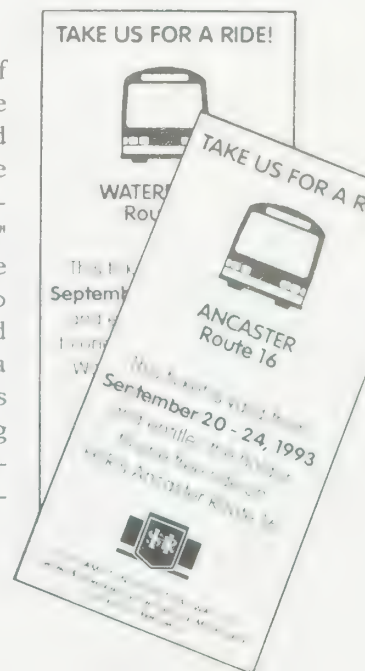
- Route 18 travels between Hamilton, Waterdown, and the Aldershot GO Station.

- Route 52A has been extended along Governor's Road to Pirie Drive.



"TAKE US FOR A RIDE!"

To ensure our customers were well informed of the new routes, direct mail packages were delivered to area residents. The Ancaster and Waterdown packages included timetables, route information, and two free bus tickets to encourage potential customers to "take us for a ride" during the week of September 20-24. On the Dundas Local Route, customers were invited to discover one of the most economical and convenient ways to travel by participating in a "free week" from September 7-10. The Dundas Local free week proved to be an overwhelming success with a ridership increase of 50%. Results of the Ancaster and Waterdown promotions have not yet been tabulated.



Memoriam

DAVIS, Keith Ian

Tuesday June 15, 1993 in his 50th year. Keith retired from the HSR in March 1993 after 20 years of service.

FARRELL, James

Thursday September 9, 1993 in his 74th year. James retired from the HSR in July 1984 after 47 years of service.

GILLMOR, Lewis

Saturday August 14, 1993. Lewis retired from the HSR in February, 1984 after 37 years of service.

GUSHUE, Jack Patrick

Saturday July 10, 1993. Beloved husband of recent HSR retiree Shirley Gushue.

KETT, Bessie

Sunday July 25, 1993 in her 81st year. Bessie retired from the HSR Accounting Department in March, 1972 after 38 years of service.

WINTER, William Pelham

Saturday August 21, 1993 in his 61st year. William recently retired from the HSR in March 1993 after 30 years of service.

Canada Coach Lines Limited was incorporated in the Province of Ontario, February 8, 1924.

Between the years of 1920 and 1930 the Hamilton Bus Lines (a subsidiary of the Dominion Power Transmission Company) purchased several bus lines operating in the Niagara Peninsula and the south central portion of Ontario. These included such pioneers in the transportation industry as: Comet Bus Lines (see photo, front cover), Pathfinder Coach Lines, United Lines, Wherry Bus Lines, Van Dyke Lines and others. In 1930 the ownership changed hands to the Ontario Hydro Electric Power Commission, and in 1931 the late Francis Farwell acquired control of the capital stock. For a period, the company operated under the name Highway King Coach Lines and subsequently, The Canada Coach Lines Limited. In 1955 the company merged with the Hamilton Street Railway Company which was also owned by Francis Farwell and his associates (purchased in 1946). In 1960, the City of Hamilton purchased the Hamilton Street Railway and its subsidiary, The Canada Coach Lines Limited.

Historical documents, photos, and memorabilia of Canada Coach Lines Ltd. are on display in the WSTC lobby.

FunTrek Lives On

Ken Foster, former CCL Manager of Sales and Marketing, and Margaret Bejnar former CCL Group Sales Representative, have pooled their resources and expertise and are now successfully operating their own tour company. Through an agreement with Trentway-Wagar, Ken and Marg managed to maintain the well-known FunTrek name and "plan to continue, and hopefully expand" their FunTrek coach tour services.

FunTrek, a division of Coachman Tours Inc., is located at 21 Hunter Street East, Hamilton Ontario. Drop by and book a tour or two!

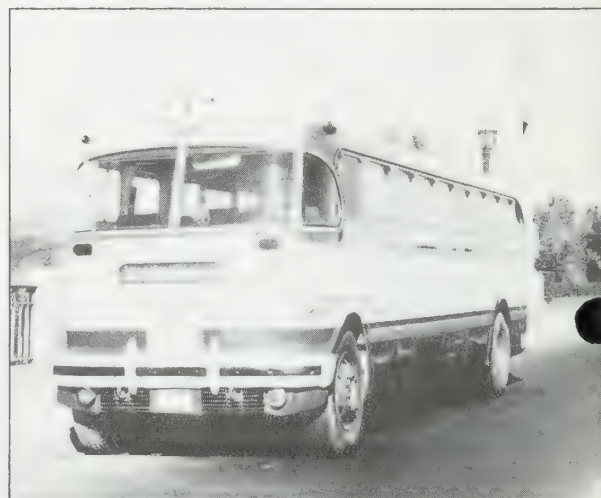


CCL fans showed up at Baranga's on the Beach on Friday night, July 16, to wish CCL a fond farewell. Staff from left are: Julie Brower, Dave McVicar, Alistair Hamilton, Sheila Murphy, Ken Foster, Pat Sirianni, Marg Bejnar, Carol Ames, Jeff Springsted, and Ruby Moore.

CCL bus circa 1925/30



1956 photo of CCL bus travelling on the McQuesten Bridge



CLOSE UP

Planning and Design Transportation Department • Transportation Services

The responsibility of the Planning and Design Department is "To plan and design transit service and facilities that fully satisfy our customers' needs."



Jim Dahms

Supervisor, Planning & Design
Manages the staff, projects, and resources of the Planning and Design group.



Andy McLaughlin

Transit Planning Coordinator
Prepares service plans, monitors bus loops, provides support to Doug, Bob & Myron.

Kevin Nicol

Scheduling Technologist Develops transit schedules which are then cut into runs and crews, and coordinates the passenger monitoring program.

Doug Rieger
Stops & Shelters Technologist

Administers the installation and maintenance of stops and shelters.



Myroslaw Lazar
Route Planning Technologist

Reviews land use and roadway design, monitors stops and routes.



Keith Littlewood
Scheduling Technologist
Schedules buses and operators, coordinates HSR operations during construction, parades, and special events.



Bob Krbavac

Service Monitoring Technologist
Coordinates Automatic Passenger Counter system, investigates and makes recommendations on Regional and City transit planning issues.



Fabian DiCesare

Co-op Student
Assists the Planning Coordinator and Stops & Shelter Technologist.



Marco Cicconi
Part-Time Student

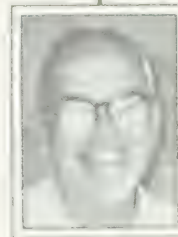
Conducts and summarizes field surveys, updates on-street transit information.



Jim Kerr
Checker

(retired Sept. 30/93)

Checkers conduct transit surveys to help determine on-street service levels.



Bill Melton
Checker

Retirees

Marcel Beuparlant

CCL Operator

June 30, 1974 to July 28, 1993*

Mervyn Becker

Mechanic

November 14, 1988 to August 31, 1993

John Callaghan

Maintenance Helper

August 19, 1965 to September 3, 1993

Joseph Deslands

CCL Operator

August 19, 1970 to July 31, 1993*

Lorne Hutchinson

HSR/CCL Operator

May 20, 1975 to July 29, 1993*

James Kerr

Checker

March 12, 1974 to September 30, 1993

Russell Wilson

HSR Operator

May 7, 1979 to July 31, 1993

*Denotes Early Retirement

Retirement Dinner and Dance '93



This year's special event in honour of our recent retirees was held at Carmens Banquet Hall on Friday September 17. Buskin eagerly welcomed guests and the traditional serving of 'champagne from a fountain' was offered to all upon arrival. Dinner was perfectly delicious; complemented with tasteful white wine and followed up by a hard-to-turn-down dessert of various light pastries. To be sure, everyone was well satisfied by the time the music was turned up and the dancing began.

Take a bow Sports and Rec! T'was a great night - a marvellous occasion to store away in one's memory. For those of you who were unable to attend... we missed you.

The 1992/3 retirees in attendance were, from left - back row: Martin Kling, Merv Becker, Hans Rebane, Kenneth Stones, Ernie Kowch, Marcel Beuparlant, John Gibbons, Joe Deslands. From left - front row: Jim Rothwell, Ralph Rosser, Nancy Nish, Jimmy Scott, Lorne Hutchinson and John Hurst.

Supervisory Staff Retirement Party

The 14th annual Supervisory Staff Retirement Party (supported by the remaining members) was held at St. Cyril Methodius Church Hall on May 7. Retirees in attendance were (Back row from left): George Gardiner, Nelson Ziebarth, Frank Norris, Russ Gregor, Art Daniels, and Cy Taylor. Front row from left are: Glen Campbell, Fred Fama, Ed Cooke, Bill Smith, Harry Katz, Stan Thompson and Len Willis.



Grand River Ride Over 100 members of the Pensioners Association hopped on board for the Caledonia River Ride Tour on July 13, 1993. The weather was fantastic and everyone en-

joyed the full course roast beef dinner. "It was a great day out," said HSR retiree George Skeates.



Applause

...our people please

"...Our "Bus Pull" was a resounding success. The event on June 29 went on without a hitch and the bus driver **Milan (Vukosavljevic)** was very accommodating to our needs - including a little bit of gas on the uphill stretches. Our office and the youth of Hamilton thank you for supporting summer job opportunities for students."

*Paul Haslam, Student Placement Officer,
Canadian Employment Centre for Students*

"...My wife and I boarded an HSR bus to visit our doctor who had recently moved to Stoney Creek. We showed the driver (**Frank Traficante**) the confusing change of address notice we had and were cheered by his friendliness and helpfulness. As we neared our destination, the driver slowed and pointed out the exact location of the new office. Please convey our thanks."

*Mr. and Mrs. Norman Williams
Hamilton*

"...Realizing I had a flat tire, I pulled into the Mud Street Loop and lo and behold, a good samaritan, Operator **Dale Wiersma**, approached the car and asked if he could be of any assistance. He called the HSR and they in turn called the Automobile Club who responded about an hour later. Dale was back at the loop at that time and again offered his assistance. In less than five minutes the job was done. Many thanks to Dale and the Auto Club."

*Mr. and Mrs. Gorman
Hamilton*

"...I would like to commend one of your operators. I was a passenger on a Main Street bus when an accident occurred. I was suddenly thrown forward and then I heard a crash. The operator (**Leif Thomsen**), although shaken, remained calm and called dispatch immediately. I was very impressed with his kindness and sincere concern for his passengers."

Barbara Legg, Hamilton

"...I extend my appreciation to one of your drivers, **Dimitrios Kalpakis**. He was honest

and alert enough that I was able to retrieve my keys within 30 minutes of leaving them on the bus. I would like to thank him and the person (**Charlie Monachino**) in the control room for the way this matter was handled. They saved me a lot of wasted time and grief."

Warren T. Smith, Hamilton

PEOPLE on the ~~MOVE~~

JOHN BOADWIN

Painter - effective July, 1993

JULIE BROWER

Customer Services Representative - effective August, 1993

CORRINE CALDWELL

Ledger Clerk (Purchasing) - effective June, 1993

MARY GLOWACKI

Senior Garage Clerk - effective July, 1993

FRED HOWE

HSR Ticket Agent - effective July, 1993

ARTHUR LEBLANC

Tire /Repairer Installer - effective June, 1993

DON ROSS

Maintainer - effective July, 1993

JEAN-GUY ROZON

Maintainer (Farebox) - effective July, 1993

STEVE WALSH

Painter - effective July, 1993

Other Employees Commended

May - August '93

Operators

Norm Baril
Bert Buchner
Gene Carreiro
Sukhbir Dhillon
Ken Goobie
Ram Kumar
Arthur Kool
Akhtar Khan
Don McGillivray
Gord Nash
Lucien Nogard*
John Sandor
Alex Sharp
Dave Shelton
Frank Smith
Bonnie Spencer-Penfold*
Richard Stothert
Paul Templeton
John Trimmer

*also mentioned in our last issue

Welcome Aboard

Congratulations to our new Maintenance Supervisors Gerry Bender (left) and Peter Shepherd who will be working 'night repair'.



United Way Campaign



The 1993 United Way Campaign starts on October 4th and continues through to October 22nd. All pledge cards should be out by now so don't delay. Every little bit helps.

"If all employees were to donate \$1 per pay, our target would be easily met."

- The United Way Regional Committee -

1993 Terry Fox Run



For the fifth consecutive year, HSR employees participated in the annual Terry Fox Run held September 19 at McMaster University. Thanks to the generous pledges of HSR staff and others, \$250 was raised for cancer research projects.

Hope to see more of you join us for next year's September run.

HSR Flyers Flew High!

It must have been the new uniforms, sponsored by the HSR Sports & Rec Committee. The soccer club soared to its most successful season, with 15 wins, two losses and one tie. "I thank everyone for their support and invite new players to join our team for the new season." - Mario -



Front row from left: Ozzie DeSantis, Andrew Ferguson, Gianni Segato, Antonio Iacozza, Mario Giannini, Richard Lane, Alan Buchanan and Mario DeFelice. Back row from left: Murray Babb, Adriand Iacozza (our #1 fan), Antonio Olivera, Alex Christie, John Poos, Bill O'Brien, John Glasgow, Gus Thomas, John DiMarino and Ron Price. Absent - James Fawcett -

SURVIVAL ON THE MOON CAN YOU REACH THE MOTHER SHIP?

Submitted by retiree Max Ahlfors

Leave it to Max to come up with this unusual skill testing game. We have not as yet received the correct answers (as solved by NASA astronauts), but Max has promised to send them along in time for the next issue of Bus Beat.

INSTRUCTIONS:

You are a member of a space crew originally scheduled to rendezvous with a mother ship on the lighted surface of the moon. However, due to mechanical difficulties, your ship was forced to land some 200 miles from the rendezvous point. During re-entry and landing, much of the equipment aboard was damaged and, since survival depends on reaching the mother ship, the most critical items available must be chosen for the 200 mile trip. Listed below are fifteen items left intact and undamaged after landing. Your task is to select the items in order of importance for allowing your crew to reach the rendezvous point.

- Box of matches
- Food concentrate
- 50 feet of nylon rope
- Parachute silk
- Portable heating units
- Two .45 caliber pistols
- One case of dehydrated milk
- Two 100lb. tanks of oxygen
- Stellar map (as seen from the moon)
- Life raft (self-inflating)
- Magnetic compass
- Five gallons of water
- Signal flares
- First aid kit containing injection needles
- Solar powered FM receiver/transmitter

WORD CHANGES

By changing one letter at a time, transform one word into a new word. ie:

CAT - HAT - HOT - HOG

Now change RARE into FIND in three steps and LOST into KEYS in four steps.

RARE _____ FIND

LOST _____ KEYS

CONGRATULATIONS

Birth Announcements

Kelly and **Steve Kocsis** (Operator) are proud to announce the birth of their son **Todd Steven**, born June 9, 1993 at 2:07 p.m. Todd weighed 8lbs. 13 1/2oz.



Daryl and **Gina Taylor** (Operator) and big brother **Luke** are proud to announce the arrival of **Laura Lee**, on July 23, 1993 at 4:14 p.m. Laura weighed 7lbs. 11 ozs.

Planning Technologist **Bob Krbavac** and his wife **Samantha** are proud to announce the birth of their son **Michael Philip**, born on Friday September 3, 1993. Michael weighed 6lbs. 14oz.

Weddings

Rod McPherson (Chauffeur) and **Marilou** (nee Orr) were married on Saturday May 8, 1993



Anniversaries

Evelyn and Joseph Dickie celebrated their 50th wedding anniversary on August 7, 1993. Joe was hired at the HSR in 1947 and retired as a Route Supervisor in 1985.

Perfect Attendance Awards

Congratulations to all employees who met the requirements of the Perfect Attendance - Second Quarter, 1993. The winners of the \$100.00 Transit Attendance Award Program were: **Darlene Barber** and **Carolyn Bish** from Administration and **Peter Czopnik** from Operations.

Look Who's Smiling Now!

Nancy Nish retired on June 30, 1993. She celebrated her last day with longtime friends including **Sheila Murphy** (left) and **Doris Moore** (right). Nancy worked in HSR's purchasing department for 22 years.



Last of the Summer Bar-BQ's

Our cafeteria staff put on one delicious meal in celebration of Canada Day, July 1st. Study the photo below carefully, and you'll notice **Ada** at the back wearing her over-sized Canada Day hat. Nice day. Nice job, you guys. Thanks!



Wiggle Waggle Walk-a-thon



The 8th annual Wiggle Waggle Walk-a-Thon was held at Gage Park on September 14 and HSR employees **Darlene Barber** (left) and **Mickey Baker** were out there in full force with **Beagle-Sam** and **Dachshund-Emily**. Together, with the support of fellow co-workers, they raised \$336 for the S.P.C.A. Emily, by the way, was creatively disguised as an HSR operator

Just the Vax

Gord Heidman
Systems Department

"How to drive
your systems people crazy"
- a whimsical perspective -

(actually, we think it's Gord having one of "those" days)

1. When a computer problem occurs, assume that Systems already knows about it. After all, someone has probably reported that problem. (Sorry! Clairvoyancy isn't part of our job description.)
2. Print everything you can. Just in case. (In case of what? Why not just print what you need right now?)
3. When reporting a problem, just say it doesn't work. They'll figure it out from there. (Not! Please provide as much detail as you can give us.)
4. Get someone else to report your problem for you. This will save your time. (Sorry! We'll probably have to call you anyway.)
5. Ignore all documentation and instructions. All programs should be self-explanatory. (Right. And all politicians are honest.)

6. If you get the same error message more than 3 times, you can ignore it forever. It's not a real error and can be safely ignored. (Maybe. Maybe not. 100 error messages probably means there have now been 100 errors.)

7. Double-check every piece of information coming out of the computer. Random spot checks are entirely inadequate. In fact, the best verification is against your manual system. (Wish I had enough time to maintain two systems.)

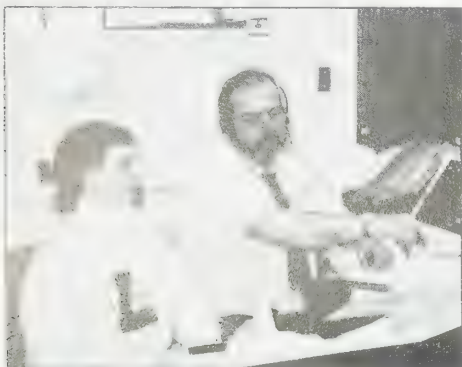
8. When Systems introduces a new program or report, record every problem you find during the parallel period and report it on the second last day of the parallel. That way you can go back to using the old way. (Thanks a lot. If the old way was so great, why did you or your boss ask for the improvement?)

9. Make sure at least 2 other people know your password. In case you forget it. (I could write an epistle on password privacy. Please call - it only takes a few seconds to get you a new password.)

10. Don't bother asking for anything new. Systems will just say, "OK. It's on the bug list" and you'll never hear back. (Each request is recorded and prioritized. A request to save 4 sheets of paper per day at .5 cents/sheet or \$7/year tends to rate a lower priority than a request to report buses using more than 20 litres of oil/month).

A Day at the HSR

Stephen Skuse (below) is a student at Lawfield Middle School. His project this year was to "shadow" an em-



ployee on his/her job. John Scott willingly offered his services and Stephen spent a rather long day on April 1st in HSR's control room. Stephen submitted a written report on his experience and delivered an oral presentation to his class mates. He received high marks on both accounts.



FEATURED MYSTERY PHOTO

Can you identify the above photo?
Call Rosanna at ext: 208.
Contest closes Nov. 31, 1993.

Mystery Photo Winner!

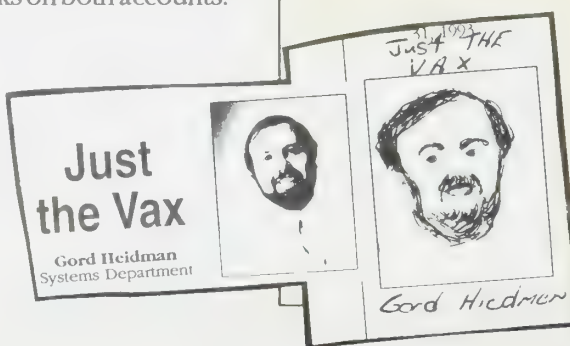
Four employees - Carolyn Bish, Paul Kebic, Karen Miksza and Eric Tuck - correctly identified Bus Beat's summer 1993 Mystery Photo.



A draw was held and operator **Karen Miksza** (above) was the lucky winner. Karen has been with the HSR since 1985 and is an active member of HSR's Sports & Recreation Committee.

And the Mystery Photo..? Gord Heidman, Systems Analyst

Gord has been with the HSR since 1982 and has been a loyal contributor to Bus Beat since the first issue in 1984.



Thought you would all appreciate this correct mystery photo submission by operator Eric Tuck.

BUS BEAT

1993

GOVERNMENT DOCUMENTS

Published for the employees of the Hamilton Street Railway Company

• Winter, 1993 •

URBAN/MUNICIPAL

CA3 ON HW L60
B71
1993

ature

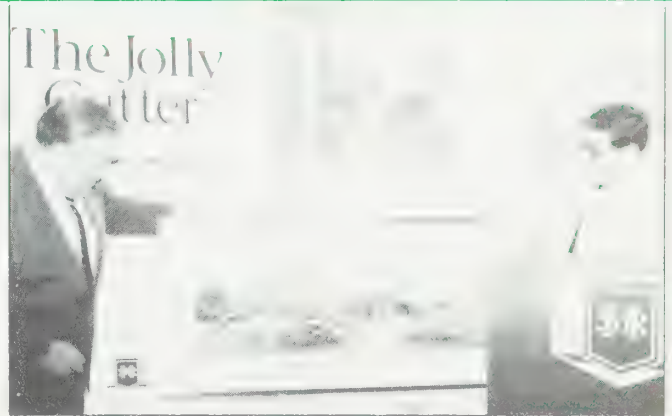
Beautiful lush greenery, a clear blue sky, and a collection of cute and cuddly animals? In the WSTC parking lot? No, it wasn't a mirage, it was the official unveiling of HSR's stunning Nature Bus on October 19th. Many employees took advantage of the opportunity to come out and take a look at the stunning bus that has been painted from top to bottom with an eye-catching nature scene. Mayor Bob Wade captured the essence of the Nature Bus with his statement that, "This moving CNG-powered message is a visual reinforcement of the environment-friendly nature of public transit."

Since the unveiling, the Nature Bus has been in service on routes throughout the HSR system and at special events in and around the city.

On November 13th, the Nature Bus proved to be a big hit at Hamilton's Santa Claus Parade. Spectators along the parade route were thoroughly impressed — smiling, waving, and giving us lots of thumbs up. Julie Brower (see photo right) coordinated the event and decorated the bus, Gary Peters took care of the driving, Bill "Buskin" Brock kept everyone entertained, and Kerri Clark was a cheerful, smiling elf.

From December 6th through 24th, the Nature Bus has been taken over by Santa himself. All trips during this time are guaranteed to be festive, friendly, and free. Santa's Nature Bus travels on a "mystery route" each day and customers are welcomed on board with a free Christmas carol book and a candy cane.

One look at this bus and you are immediately reminded of the fragile and delicate nature of our environment. We hope it also reminds you that public transit has an important role to play in protecting our environment.



Reg Whynott and Bob Wade unveil original Nature Bus painting on October 19, 1993.



Long-time customers Joan Fothergill (left) and Bernadette Wade were entirely impressed with HSR's Nature Bus. "And," they said, "your service is pretty good too!"

To Your Health

Mary Beth Beasley
Employee Health Centre



Happy Holidays to you all from the staff of the Employee Health Centre. As the time for celebrations approaches, we think it's important to provide you with this "sobering" information (from the Canada Safety Council magazine, Living Safety).

If an intoxicated individual wants to drive home...

- try to take their keys away
- recommend that a sober guest drive them home
- offer to have them sleep overnight
- call them a cab

In the worst instance, if they still insist on getting behind the wheel,

- call the police!

We hope this information is useful to you and promotes some reflection about your responsibilities as you plan to attend or host parties over the holidays.

Once again, our best wishes for a healthy, happy, and safe festive season. Cheers!

BUS BEAT

is produced by the
Customer Services
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330 Wentworth St. North
Hamilton, Ontario
L8L 5W2
528 4200

Editorial opinions
expressed are not
necessarily those of the
department.

Please forward all
submissions to one of the
following Bus Beat
representatives:

Chris Bishop, editor,	420
Keith Andrews	267
Christine Fruck	322
Edy Graziani	251
Rabin Daljeet	276
Gord Heidman	231
Rosanna Melatti	222
Carole Morris-McHugh	426
Rick Toni	284
Steve Walsh	384

Submission deadline for
the next issue is
January 31, 1994



Recycled

Plan to be a Responsible Host

Being a host means that you're in charge of preparing the food, inviting guests, planning the entertainment and serving the drinks. It also means you are responsible for the conduct and behaviour of your guests.

The host of an event (including a house party) can be held civilly liable as an alcohol provider and occupier of the premises. This means a host can be sued even if they do not serve their guests alcohol. A host has an obligation to ensure the premises are reasonably safe for those who enter, not only for the sober, but also the intoxicated. An occupier may be responsible for injuries caused or received by intoxicated guests who they have allowed to enter or remain on their premises. Occupiers will not be accountable for every mishap or unprovoked fight, but are required to eject an intoxicated person if that person poses a foreseeable risk of injury to others. The courts have tended to assign greater liability to alcohol providers and occupiers than to their intoxicated guests.

What to do? Here are some suggestions:

- encourage guests to leave their cars at home
- keep cash on hand for taxis
- be prepared for guests to sleep over
- serve alcohol yourself instead of an open bar
- stop serving alcohol well before the party ends
- have plenty of food available at all times
- promote the use of designated drivers.

Party on Dudes!

Brendan Declan Morris-McHugh



Wow, what a day! Balloons, gifts, munchies, pop, elves, a magic show, face painting and, best of all, Santa Claus. The HSR kid's Xmas party was really cool. Here's what happened...

Mrs. Claus welcomed me and my mummy and gave me a goodie bag filled with all sorts of sweet treats and a colouring book. Bag in hand, I headed into the party area to meet the big jolly guy in the red suit.

I waited with my new-found friends to sit on Santa's lap and have a little chat with him. Santa's helpers were happy and cheerful. They

Continued on page 6

From Dale Turvey



1993 brought about significant change at the HSR. A major restructuring of the Maintenance/Engineering division was implemented in May, Canada Coach Lines was sold in August, and the response to the Social Contract legislation was put in place towards the end of the year. In each instance, despite obvious disruptions, we reacted in a positive and constructive way.

Realizing that customer satisfaction is the key to our future growth and development, 1993 also brought our customer service efforts into sharper focus. The Ambassador program continued and was expanded to include the entire Operations department. As a result of our Service Quality Team initiative, the new On-Street Service Improvement Program was developed. This program is expected to be up and running in early January and, with your participation, it is expected to bring many service improvements. In addition, a major marketing campaign promoting the HSR and its professional, knowledgeable employees was launched in the fall.

In November, actual ridership surpassed our budget target by 8%. I believe that this is a direct result of our combined efforts in each of the above areas. This is certainly a positive way to bring 1993 to a close and to look ahead to 1994. Our level of service and staffing will not change next year and, accordingly, we should all concentrate on retaining our current customers and attracting new ones. To reinforce the importance of this point, let me quote from a 1926 company newsletter, "Every HSR em-

ployee realizes that the people, to a great extent, judge the service of the railway by the employees they come in contact with daily. Let us all do our part to make the service well and favourably known to everyone." Excellent advice both then and now.

May 1994 bring you and your families peace, health, and prosperity. For those employees who are retiring, I extend my sincere thanks to you for your many years of dedicated service to the company.

Happy holidays, one and all.

Dale Turvey



- Are you aware of service related problems that affect the quality of our service?
- Do you have recommendations to improve the quality of the service we deliver to our customers?
- Have you submitted your ideas yet?

We need your input to be successful in finding ways to improve the quality of the service we deliver to our customers.

It's easy to do. Simply fill out an OSSIP submission form and send it to the Superintendent of Street Operations. Submission forms are available at the Dispatch Offices (WSTC/MRTC), Service Quality (WSTC), or from Route Supervision. Your submission will be investigated and forwarded to the OSSIP Committee for consideration.

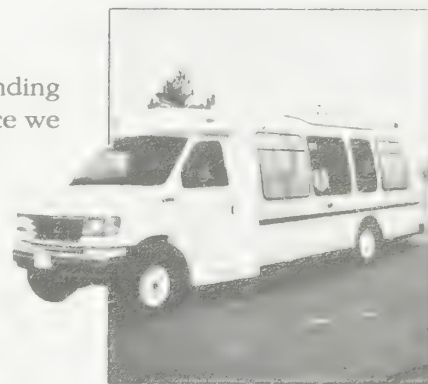
By working together and using our combined experience and knowledge, we can make a difference. Your participation is vital to the success of the program and to the people we serve - our customers.

John Caldwell and Jim Dorey,
Service Quality

"ELF" The Bus for all People

During December, HSR is operating and evaluating an Economical Low Floor (ELF) minibus as part of a demonstration project. On off-peak periods, the bus will operate as a free shopping shuttle (reservations only) for seniors and special-transportation-need groups. During peak periods, the minibus will operate on low-density routes and ELF passengers will be asked to comment on its overall features. The experience gained during the demonstration will be used for planning future services.

The ELF is on loan from the Canadian Gas Assoc., Natural Resources Canada, Overland Custom Coach Inc., and Union Gas.



The ELF minibus is designed specifically for easy access by everyone. It offers standard 16 passenger seating or wheelchair accommodation for two passengers combined with standard seating for 10.

Applause ...our people please

"...My grandfather is 90 years old with very little sight. The HSR has allowed him his independence as he has made great use of your bus service for many years. He has told me on numerous occasions that the drivers are always kind, courteous and helpful. Speaking for myself and my mother, it gives us peace of mind when we know the drivers go out of their way to ensure his safety. Keep up the good work!

Mrs. L. Calvert, Hamilton

"...Thank you (Jane Petrie) so much for your letter and its most helpful enclosures. They will assist me as I 'Tour the HSR Way!'"

Edith Rumbles, Hamilton

"...On behalf of the clients and staff of Martha House, thank you for your kind donation of prepared foods. Your continued kindness and support is very much appreciated. ...Your contribution will be a tremendous help."

Judith Pritchard, Director, Good Shepherd Women's Centre, Martha House

"...the operator tried to explain to the lady (customer) that the bus stop had been relocated. Your bus driver (**Mike Raleigh**) is a saint. He took far more verbal abuse from this lady than any person should be expected to. He is always polite and pleasant. If there were more like him driving, your company would be very lucky."

Mrs. Meloche, Hamilton

"...We appreciate this service in these difficult financial times when chartering buses is far too costly. It makes taking a group of students out of the school a more positive experience when the transportation is reliable and the drivers (**John Garner** and **Art Kool**) are so friendly, accommodating and considerate."

*Michelle Friesen / Terry Stokoe
Tweedsmuir Middle School*

PEOPLE ON THE MOVE

JOHN CIVELLO

Acting Route Supervisor
effective October, 1993

LARRY GRIFFITHS

Senior Ticket Agent
effective October, 1993

DOUG MURRAY

Major Repair Foreman
effective September, 1993

WILLIAM STEVENSON

Automotive Mechanic
effective October, 1993

JOHN SCOTT

Acting, Senior Supervisor
effective October, 1993

RON TYLER

Senior Ticket Agent
effective October, 1993

Other Employees Commended

September - November '93

Operators:

Derek Baxter, Steve Burke, Eduardo Cardadeiro, Paul Clark, Ed Collins, Prince Dauda, John Davidson, David Dutton, Reginald Faubert, John Garner, Mario Giannini, Doug Gilbert, Robert Grills, Peter Holdsworth, Lynn Hollis, Fred Hunt, Doug Lafferty, Jean Lajoie (2), Leslie Maragh, Karen Miksza, Brian Owens, Mike Raleigh, Tabinder Randhawa, Vincenzo Santini, William Scobie, Alex Sharp*, Parvesh Sobti, John Trimmer (2)*

Inspectors:

Gord Aitken, Marvin Kolkman, Charles Monachino, Ted Tomes

*also mentioned in our last issue

Jim Gardner and John Scott Honored by Operation Pal

On Tuesday, November 23, 1993, at the Central Police Headquarters, operator Jim Gardner and controller John Scott were each presented with a plaque by Sgt. Stewart Jones. With police officials and Operation Pal members in attendance, the Hamilton Street Railway was once again honored with the OPERATION PAL Recognition Award for Outstanding Contributions.

In 1992 there were 816 reports filed by the 13 participating Pal agencies. The report filed regarding the decisive actions of Jim Gardner and John Scott was among the 12 outstanding reports chosen by the Operation Pal Steering Committee:

"In August of 1992, HSR Operator Jim Gardner contacted Controller John Scott regarding a possible female abduction by two males in a car. Jim gave John the necessary details and the police were notified and the situation was resolved."

HSR has received this worthy award each year since our official sign-up with the Operation Pal Program in 1991. Look for it displayed in our front lobby at the WSTC.

Helping Our Community



Operation Pal Update

The following is a break down of various Operation Pal reports between the months of October and December, 1993.

Vehicle Accidents	2	Suspicious Person	2
Crime in Progress	4	Missing Person	2
Person in Distress	4	Miscellaneous	11
Life Threatning	5	Fire	1

Retirees

Congratulations to the following employees retiring on December 31, 1993.

We salute you, and wish you good health, happiness, and success in your future endeavours.

Earl Adams

Security Guard
Employed October 2/67

Joslyn Arquhard

Operator
Employed August 22/68

Roger Babin

Lubricator
Employed October 12/77

Claude Belanger

Operator
Employed February 14/68

Harpel Bhandhal

Operator
Employed November 25/74

John Boccaccio

Inspector
Employed July 12/76

Walter Bode

Operator
Employed February 15/71

John Borg

Operator
Employed March 20/72

Gerald Brown

Utility Stockkeeper
Employed September 8/69

David Cianciola

Operator
Employed October 6/55

Norman Cople

Operator
Employed June 31/78

Peter Czopnik

Operator
Employed January 30/59

Gabriele Gagliardi

Tire Repair/Installer
Employed June 10/58

Ronald Gray

Ticket Agent
Employed February 12/64

Manuel Henriques

Operator
Employed March 18/74

Michael Horvath

Operator
Employed October 27/60

Phillip Jarrett

Operator
Employed November 7/68

William Johnston

Operator
Employed January 20/69

Roy Kirk

Operator
Employed February 26/62

Norman Koepke

Operator
Employed October 5/52

Eric Leach

Operator
Employed August 29/78

Mendez Lewin

Operator
Employed July 31/72

Joseph MacDonald

Lineperson
Employed October 23/62

Veronica Mallon

Benefits Coordinator
Employed June 17/57

Everett Mason

Operator
Employed September 2/69

Howard Nelson

Operator
Employed January 19/70

Raffaello Nucci

Operator
Employed February 17/69

Laimgars Ozolins

Operator
Employed October 6/55

Claudius Pascal

Inspector
Employed May 7/73

Douglas Rice

Line Foreman
Employed October 7/74

Gianni Segato

Operator
Employed March 2/70

David Shephard

Operator
Employed April 9/57

William Sisak

Operator
Employed February 17/64

Gilbert Snaauwaert

Operator
Employed August 12/68

Harold Stephenson

Carpenter
Employed March 19/75

Richard Stothert

Operator
Employed April 17/75

Michael Vince

Electronic Technician
Employed February 19/79

Memoriam

ANDERSON, George

Sunday September 26, 1993 in his 74th year. George retired from the HSR in September 1983 after 32 years of service.

SEUNARINE, Deo John

Friday October 29, 1993 in his 66th year. Deo John retired from the HSR in January 1992 after 11 years of service.

Welcome Aboard

Effective October 7, 1993, Art Vandenhoeck officially joined the HSR as our HVAC* Mechanic. Art worked many years at Dofasco and has spent the last seven in the HVAC trade. Nice to have you with us Art.

*Heating, Ventilation & Air Conditioning



Party on Dudes!

Continued from page 2



were kept very busy sorting out all the brightly-wrapped gifts and helping to keep all of us kids in some kind of order. Santa was excellent. After I whispered my wish list to him, we had our photograph taken. My mummy warned me not to, but I had to have a little tug on Santa's beard just to check that it was real. He let out a little yelp when I pulled it so I'm pretty sure it was. Then Santa's helper gave me my pressie which I had to rip open right away. Wow, a little engineer's tool kit - what an awesome gift.

After this I got to run around and shout a bit, just to let off some steam. Then my mummy took me across to see the magic show. It was fun - I really liked the birds. The room was full of happy, excited, chattering kids just like me. And lots of exhausted parents just like my mummy.

This was my first visit to HSR's annual kid's Xmas party, and it was the best. Thank you very much to everyone who helped put together such an excellent afternoon.

Mummy's note: This was my first time too, and it was absolutely magical. I had as good a time as Brendan. I would just like to say that I think we are lucky to work for a company that contributes so much to social events such as these. I also think that HSR is just as lucky to have such an impressive group of employees who are eager to dedicate the time and energy to make events like the kid's party thoroughly enjoyable and memorable.

United Way 1993 Update

CASUAL DAYS:

HSR Casual Day fund raising events for the United Way brought in \$771.87
Canada Wide Casual Day held on November 19, raised \$110.00

BREAKFAST:

Annual United Way Breakfast which is traditionally served by members of the Senior Management Team was held on October 5th. The event raised \$655.18

DRAWS:

For Tiger-Cats vs Toronto football game (winner was Larry Howarth) 96.00
For case of oranges (winners: Ruby Moore, Marjory Drywood, Doug Wysman, Paul Crouse, Joanne Hewitson) 47.00
Entertainment Books (to date) 4381.65

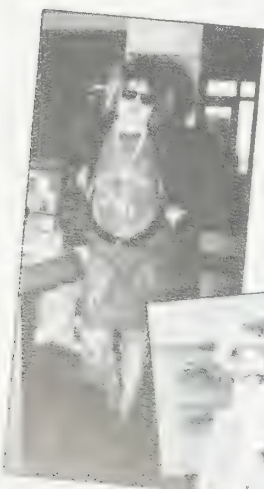
OTHER:

Aquafest 351.81
BBQ at Gore Park 473.75

Halloween Antics

First prize (lunch) went to Gary Peters for his "chin-up, gutsy" performance. Who'd have thought he could out-do himself over last year? Second prize (pop & chips) was tied up by Shirley Hannigan and Marybeth Beasley for creativity. Third prize (muffin & coffee) was a real toughy! Consequently, Sports and Rec recognized Marj Drywood, Mickey Baker, Linda Williams, Sue Irwin and John Howcroft.

To all of you who participated, many thanks for the laughs! We hope to see more goblins and ghosts next year.



Answers to Survival on the Moon Quiz

As promised, retiree Max Ahlfors has sent us the answers to our last issues' quiz, "Survival on the Moon." Check out your answers below and see how you fared.

Any questions? Ask Max, c/o Bus Beat.

A) 15	D) 8	G) 12	J) 9	M) 10
B) 4	E) 13	H) 1	K) 14	N) 7
C) 6	F) 11	I) 3	L) 2	O) 5

CONGRATULATIONS

Birth Announcements

Tammy and Paul Doucette (Operator) are proud to announce the birth of their daughter **Jessica Ann**, born October 1, 1993.

Weddings

Lynn (Halliday) and Chris Runtel (Operator) were married on Saturday August 28, 1993.



Anniversaries

Operator **Bob Davie** and wife **Pearl** celebrated their 32nd wedding anniversary on Wednesday November 24, 1993. Bob was hired at the HSR in 1963.

HSR retiree **John (Blackie)** and wife **Nancy Black** will celebrate their 60th wedding anniversary on Thursday January 20, 1994.



Perfect Attendance Awards

Congratulations to all employees (Administration 35, Maintenance 69, Operations 183) who met the requirements of the Perfect Attendance - Third Quarter, 1993.

Winners of the \$100.00 Transit Attendance Award Program were operators: **Gursharan Butalia**, **Carlton Graham** and **Henry Walczak**.

Following Her Instincts

Barb Wight resigned her position with the HSR Accounting Department early in November. On her last official day with us, December 3, 1993, employees presented Barb with a gift and offered many wishes for her future success. She's off to the beach in Kincardine, and plans to set up a freelance business to help pay the bills. Go get 'em Barb!



Quarter Century Club

The Annual Banquet for the Hamilton-Wentworth Area Municipal Employees who have reached 25 years of service, was held on October 28, 1993 at the Hamilton Convention Centre. The new HSR members were: operators Joslyn Arquhard, Claude Belanger, Robert Cowman, Paul Divitantonio, Arnold Down, John Gibbons, Phil Jarrett, Jules Laverdiere, Giovanni Silvestri, Gilbert Snauwaert, John Swan, Albert Volpini, Ellis Waddell, and from maintenance, Melvin Foreman, John Giordano, George Kneller, John Patrick and Mike Szabo.

SPORTS & REC UPDATE

HSR's Sports & Recreation Committee has recently been restructured. The committee is planning a full agenda for 1994, and would welcome your input. Please contact one of the members if you have any suggestions.

John Caldwell, Management Advisor
Rosanna McLatti, Chairperson
Carol Ames, Treasurer
Rick Toni & Steve Walsh, Maintenance Representatives
Gord Winger, Operations Representative
Karen Miksza, Local 107 Representative
Chris Campbell, Local 1585 Representative

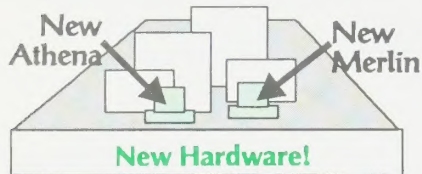
Just the Vax

Gord Heidman
Systems Department

Announcing the Upgrade/Downgrade.

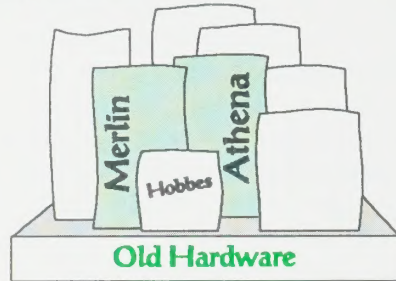
In response to the ongoing "spend less, do more" pressures that we all seem to be experiencing, your loyal Systems department is smack dab in the middle of a nearly embarrassing upgrade/downgrade.

As an upgrade, the two new VAX's and all new disk drivers offer some awesome advantages over the old hardware. Firstly, they're cheaper!



We'll be saving about \$1,000 every month - that's the main reason why we're doing this. But also, the new processors run programs more quickly (about three times the speed of Merlin or Athena). They can handle data about 60% faster and store more information (nearly twice as much - 25 billion characters!). They can perform

more tasks simultaneously - pretty much everything should run in a fraction of the time, and are easier to maintain (we'll probably never have to shut down completely for maintenance ever again!). And they need less power and air conditioning than the old units.



What's so embarrassing about all this? Well, Carol said we had to trade them in because they're getting so old. Athena is about 14, Hobbes is about 21 and old man Merlin is pushing 30! Months. Mind you, Carol thinks anything over 27 is ancient. Kids! But the really embarrassing thing is the SIZE of all this technology. The old equipment is housed in eight assorted boxes ranging in size from a refrigerator to a dishwasher. The new equipment, if stacked all together might be as big as one refrigerator. Why, even Digital (the supplier) refers to these miniature marvels as the "pizza box VAX"! Drop by for a tour - it doesn't take very long. Especially now!

We'll Leave you with this Thought...

"Making somebody smile is real simple." Recruiting Officer Mickey Baker and Systems Analyst Gord Heidman made that statement perfectly clear when they called Customer Services to congratulate the department for the recent brochure that was distributed to HSR employees. "Great graphics," said Gord.

"I really liked the little cartoon guys," said Mickey. "Nice job!" Simple, right? So when was the last time you called up another department to say "Hey, way to go?" When was the last time a fellow employee made you smile? Let us know, ok? Bus Beat would like to share that "smile" with our readers.

HAPPY HOLIDAYS TO ALL, and "Have Yourself a Merry Little Christmas!"

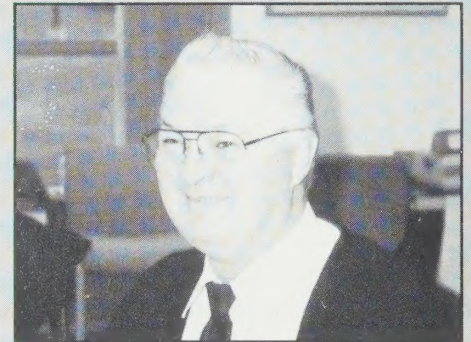
XO



FEATURE MYSTERY PHOTO

Can you identify the above photo? If so, call Rosanna at ext: 222. All correct answers will be entered in our HSR T-Shirt draw. Contest closes February 28, 1994.

Mystery Photo Winner



Vic Hrycay

Inspector Vic Hrycay was Bus Beat's Fall 1993 Mystery Photo winner. Vic, who began his career with the HSR as an operator in 1967, correctly identified the Mystery Photo as...



... Bill Brock

Bill has been with the HSR since 1991 as an Automotive Mechanic Apprentice. He recently volunteered his time as "Buskin" in the Hamilton Santa Claus Parade and at our Annual Childrens' Christmas Party. He did a great job of it too!



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